

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q1a As a place to live

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 11.9% | 16.3% | 15.0% | 12.5% | 15.0% | 13.7% | 16.3% | 17.5% | 16.1% | 14.3% | 15.2% |
| 4=Good | 44.0% | 55.0% | 55.7% | 53.8% | 51.0% | 52.1% | 51.7% | 48.8% | 52.5% | 51.4% | 52.0% |
| 3=Neutral | 22.6% | 16.3% | 15.7% | 18.3% | 19.7% | 17.0% | 16.5% | 14.1% | 16.4% | 17.5% | 16.9% |
| 2=Below average | 14.3% | 7.9% | 8.7% | 7.7% | 9.2% | 11.4% | 9.9% | 9.2% | 9.6% | 9.7% | 9.7% |
| 1=Poor | 4.8% | 4.0% | 3.5% | 4.8% | 3.8% | 4.7% | 4.2% | 6.7% | 3.8% | 5.2% | 4.5% |
| 9=Don't know | 2.4% | 0.5% | 1.4% | 2.9% | 1.3% | 1.1% | 1.4% | 3.7% | 1.5% | 1.8% | 1.7% |

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|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q1b As a place to raise children

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 8.3% | 8.9% | 7.0% | 6.1% | 9.6% | 7.2% | 8.4% | 8.6% | 8.8% | 7.2% | 8.0% |
| 4=Good | 21.4% | 28.7% | 33.1% | 32.1% | 26.4% | 31.6% | 32.0% | 29.1% | 31.7% | 29.6% | 30.7% |
| 3=Neutral | 25.0% | 22.8% | 23.0% | 24.0% | 26.8% | 23.9% | 25.7% | 21.8% | 24.2% | 24.8% | 24.5% |
| 2=Below average | 19.0% | 21.8% | 18.1% | 18.9% | 17.5% | 18.4% | 17.4% | 16.0% | 18.2% | 17.7% | 18.0% |
| 1=Poor | 11.9% | 9.9% | 8.4% | 9.6% | 9.9% | 13.0% | 10.3% | 12.9% | 8.6% | 13.1% | 10.8% |
| 9=Don't know | 14.3% | 7.9% | 10.5% | 9.3% | 9.9% | 5.8% | 6.3% | 11.7% | 8.6% | 7.6% | 8.1% |

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| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|-----------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| 5=Excellent | 2.4% | 9.4% | 10.1% | 9.9% | 8.3% | 10.7% | 12.6% | 12.6% | 11.9% | 9.8% | 10.9% |
| 4=Good | 34.5% | 36.6% | 33.4% | 34.9% | 38.9% | 42.9% | 41.9% | 32.8% | 36.8% | 41.0% | 38.8% |
| 3=Neutral | 27.4% | 26.7% | 25.4% | 24.0% | 20.7% | 25.0% | 20.8% | 21.5% | 24.2% | 21.6% | 22.9% |
| 2=Below average | 16.7% | 12.9% | 16.4% | 10.9% | 17.8% | 12.7% | 13.7% | 14.1% | 14.1% | 13.7% | 14.0% |
| 1=Poor | 4.8% | 6.9% | 7.7% | 11.9% | 7.0% | 5.6% | 6.1% | 7.7% | 6.1% | 7.9% | 7.0% |
| 9=Don't know | 14.3% | 7.4% | 7.0% | 8.3% | 7.3% | 3.3% | 4.9% | 11.3% | 6.9% | 6.0% | 6.4% |

Q1c As a place to work

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:

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| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q1d As a place to retire

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 14.3% | 16.8% | 15.3% | 11.5% | 15.0% | 13.6% | 14.7% | 15.0% | 15.3% | 13.5% | 14.4% |
| 4=Good | 34.5% | 34.7% | 26.8% | 25.6% | 23.2% | 27.1% | 30.1% | 28.5% | 28.0% | 28.8% | 28.4% |
| 3=Neutral | 15.5% | 21.8% | 23.3% | 20.2% | 21.0% | 19.0% | 18.2% | 13.8% | 18.7% | 19.4% | 19.0% |
| 2=Below average | 17.9% | 11.9% | 12.5% | 19.2% | 18.8% | 14.5% | 14.5% | 17.5% | 16.1% | 14.7% | 15.4% |
| 1=Poor | 7.1% | 8.9% | 12.9% | 15.7% | 13.7% | 21.3% | 17.8% | 16.6% | 15.7% | 17.1% | 16.4% |
| 9=Don't know | 10.7% | 5.9% | 9.1% | 7.7% | 8.3% | 4.5% | 4.8% | 8.6% | 6.2% | 6.5% | 6.4% |

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q1a As a place to live

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 12.2% | 16.4% | 15.2% | 12.9% | 15.2% | 13.9% | 16.5% | 18.2% | 16.4% | 14.5% | 15.5% |
| 4=Good | 45.1% | 55.2% | 56.5% | 55.4% | 51.6% | 52.7% | 52.4% | 50.6% | 53.3% | 52.4% | 52.9% |
| 3=Neutral | 23.2% | 16.4% | 15.9% | 18.8% | 20.0% | 17.2% | 16.8% | 14.6% | 16.6% | 17.9% | 17.2% |
| 2=Below average | 14.6% | 8.0% | 8.8% | 7.9% | 9.4% | 11.5% | 10.0% | 9.6% | 9.8% | 9.9% | 9.9% |
| 1=Poor | 4.9% | 4.0% | 3.5% | 5.0% | 3.9% | 4.8% | 4.3% | 7.0% | 3.9% | 5.3% | 4.6% |

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q1b As a place to raise children

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 9.7% | 9.7% | 7.8% | 6.7% | 10.6% | 7.7% | 9.0% | 9.7% | 9.6% | 7.8% | 8.7% |
| 4=Good | 25.0% | 31.2% | 37.0% | 35.3% | 29.3% | 33.6% | 34.1% | 33.0% | 34.7% | 32.1% | 33.4% |
| 3=Neutral | 29.2% | 24.7% | 25.7% | 26.5% | 29.7% | 25.3% | 27.4% | 24.7% | 26.4% | 26.8% | 26.6% |
| 2=Below average | 22.2% | 23.7% | 20.2% | 20.8% | 19.4% | 19.6% | 18.5% | 18.1% | 19.9% | 19.1% | 19.6% |
| 1=Poor | 13.9% | 10.8% | 9.3% | 10.6% | 11.0% | 13.8% | 11.0% | 14.6% | 9.4% | 14.2% | 11.7% |

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q1c As a place to work

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 2.8% | 10.2% | 10.9% | 10.8% | 8.9% | 11.0% | 13.3% | 14.2% | 12.8% | 10.4% | 11.6% |
| 4=Good | 40.3% | 39.6% | 36.0% | 38.1% | 41.9% | 44.3% | 44.0% | 37.0% | 39.5% | 43.6% | 41.5% |
| 3=Neutral | 31.9% | 28.9% | 27.3% | 26.2% | 22.3% | 25.8% | 21.9% | 24.2% | 25.9% | 23.0% | 24.5% |
| 2=Below average | 19.4% | 13.9% | 17.6% | 11.9% | 19.2% | 13.1% | 14.4% | 15.9% | 15.2% | 14.6% | 14.9% |
| 1=Poor | 5.6% | 7.5% | 8.2% | 12.9% | 7.6% | 5.8% | 6.4% | 8.7% | 6.6% | 8.4% | 7.5% |

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

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|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q1d As a place to retire

| | | | | | | | | | | | |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Excellent | 16.0% | 17.9% | 16.9% | 12.5% | 16.3% | 14.2% | 15.4% | 16.4% | 16.3% | 14.5% | 15.4% |
| 4=Good | 38.7% | 36.8% | 29.5% | 27.8% | 25.3% | 28.4% | 31.6% | 31.2% | 29.9% | 30.8% | 30.3% |
| 3=Neutral | 17.3% | 23.2% | 25.7% | 21.9% | 22.9% | 19.9% | 19.1% | 15.1% | 19.9% | 20.7% | 20.3% |
| 2=Below average | 20.0% | 12.6% | 13.8% | 20.8% | 20.5% | 15.2% | 15.2% | 19.1% | 17.2% | 15.7% | 16.5% |
| 1=Poor | 8.0% | 9.5% | 14.2% | 17.0% | 14.9% | 22.3% | 18.6% | 18.1% | 16.7% | 18.3% | 17.5% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2a Quality of services provided by County Government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 6.4% | 7.0% | 5.1% | 4.5% | 6.1% | 7.7% | 8.3% | 6.9% | 6.5% | 6.7% |
| 4=Satisfied | 33.3% | 40.1% | 40.4% | 42.0% | 40.1% | 38.2% | 42.6% | 40.2% | 41.3% | 40.0% | 40.7% |
| 3=Neutral | 34.5% | 33.7% | 30.3% | 29.5% | 33.4% | 34.4% | 29.2% | 30.1% | 30.6% | 31.8% | 31.2% |
| 2=Dissatisfied | 14.3% | 11.9% | 13.9% | 11.2% | 11.8% | 15.0% | 11.5% | 10.7% | 12.5% | 12.2% | 12.4% |
| 1=Very dissatisfied | 6.0% | 3.5% | 3.8% | 9.6% | 5.1% | 3.8% | 6.8% | 4.3% | 5.4% | 5.9% | 5.6% |
| 9=Don't know | 6.0% | 4.5% | 4.5% | 2.6% | 5.1% | 2.5% | 2.2% | 6.4% | 3.3% | 3.7% | 3.5% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2b Quality of customer service you receive from County employees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 7.4% | 7.3% | 6.1% | 4.1% | 6.1% | 6.1% | 6.4% | 6.5% | 6.0% | 6.2% |
| 4=Satisfied | 32.1% | 35.1% | 31.4% | 33.7% | 34.1% | 30.9% | 34.6% | 31.6% | 33.0% | 33.4% | 33.2% |
| 3=Neutral | 32.1% | 30.7% | 31.4% | 27.6% | 30.9% | 30.6% | 29.5% | 33.4% | 30.8% | 29.9% | 30.4% |
| 2=Dissatisfied | 10.7% | 16.3% | 12.9% | 15.1% | 16.6% | 16.5% | 14.9% | 14.7% | 15.0% | 15.2% | 15.1% |
| 1=Very dissatisfied | 6.0% | 5.4% | 10.5% | 9.9% | 7.0% | 10.5% | 9.6% | 7.1% | 9.0% | 9.0% | 9.0% |
| 9=Don't know | 9.5% | 5.0% | 6.6% | 7.7% | 7.3% | 5.4% | 5.3% | 6.7% | 5.7% | 6.5% | 6.1% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2c Value you receive for your County taxes & fees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 4.9% | 3.8% | 4.8% | 3.4% | 4.5% | 4.0% | 4.2% | 4.2% | 4.2% |
| 4=Satisfied | 22.6% | 22.8% | 20.6% | 25.3% | 23.2% | 22.8% | 24.5% | 22.4% | 23.0% | 23.9% | 23.4% |
| 3=Neutral | 35.7% | 38.1% | 37.6% | 26.3% | 34.7% | 33.3% | 33.6% | 32.5% | 32.2% | 34.9% | 33.5% |
| 2=Dissatisfied | 15.5% | 20.8% | 18.5% | 23.1% | 21.3% | 22.2% | 20.1% | 19.6% | 21.4% | 19.7% | 20.6% |
| 1=Very dissatisfied | 11.9% | 8.9% | 13.9% | 16.7% | 10.5% | 13.2% | 13.0% | 14.7% | 14.4% | 11.8% | 13.1% |
| 9=Don't know | 11.9% | 5.0% | 4.5% | 4.8% | 5.4% | 5.1% | 4.3% | 6.7% | 4.8% | 5.5% | 5.1% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2a Quality of services provided by County Government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.3% | 6.7% | 7.3% | 5.3% | 4.7% | 6.3% | 7.8% | 8.9% | 7.2% | 6.7% | 6.9% |
| 4=Satisfied | 35.4% | 42.0% | 42.3% | 43.1% | 42.3% | 39.1% | 43.6% | 43.0% | 42.7% | 41.5% | 42.1% |
| 3=Neutral | 36.7% | 35.2% | 31.8% | 30.3% | 35.2% | 35.3% | 29.8% | 32.1% | 31.6% | 33.0% | 32.3% |
| 2=Dissatisfied | 15.2% | 12.4% | 14.6% | 11.5% | 12.4% | 15.4% | 11.8% | 11.5% | 12.9% | 12.6% | 12.8% |
| 1=Very dissatisfied | 6.3% | 3.6% | 4.0% | 9.9% | 5.4% | 3.9% | 7.0% | 4.6% | 5.6% | 6.1% | 5.8% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2b Quality of customer service you receive from County employees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.5% | 7.8% | 7.8% | 6.6% | 4.5% | 6.5% | 6.4% | 6.9% | 6.9% | 6.4% | 6.6% |
| 4=Satisfied | 35.5% | 37.0% | 33.6% | 36.5% | 36.8% | 32.7% | 36.5% | 33.9% | 35.0% | 35.7% | 35.3% |
| 3=Neutral | 35.5% | 32.3% | 33.6% | 29.9% | 33.3% | 32.3% | 31.2% | 35.9% | 32.7% | 32.0% | 32.4% |
| 2=Dissatisfied | 11.8% | 17.2% | 13.8% | 16.3% | 17.9% | 17.4% | 15.7% | 15.8% | 15.9% | 16.2% | 16.1% |
| 1=Very dissatisfied | 6.6% | 5.7% | 11.2% | 10.8% | 7.6% | 11.1% | 10.2% | 7.6% | 9.5% | 9.7% | 9.6% |

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q2c Value you receive for your County taxes & fees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.7% | 4.7% | 5.1% | 4.0% | 5.1% | 3.6% | 4.7% | 4.3% | 4.4% | 4.4% | 4.4% |
| 4=Satisfied | 25.7% | 24.0% | 21.5% | 26.6% | 24.6% | 24.0% | 25.6% | 24.0% | 24.1% | 25.3% | 24.7% |
| 3=Neutral | 40.5% | 40.1% | 39.4% | 27.6% | 36.7% | 35.0% | 35.2% | 34.9% | 33.9% | 37.0% | 35.4% |
| 2=Dissatisfied | 17.6% | 21.9% | 19.3% | 24.2% | 22.6% | 23.4% | 21.0% | 21.1% | 22.5% | 20.8% | 21.7% |
| 1=Very dissatisfied | 13.5% | 9.4% | 14.6% | 17.5% | 11.1% | 13.9% | 13.6% | 15.8% | 15.1% | 12.5% | 13.8% |

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q3a Quality of services provided by your municipal government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 7.9% | 9.8% | 5.1% | 7.0% | 6.5% | 7.8% | 6.7% | 7.5% | 7.0% | 7.2% |
| 4=Satisfied | 33.3% | 31.2% | 30.0% | 28.8% | 28.3% | 28.0% | 30.6% | 30.7% | 30.2% | 29.4% | 29.8% |
| 3=Neutral | 26.2% | 32.2% | 24.7% | 28.5% | 29.6% | 27.1% | 22.0% | 24.2% | 24.6% | 26.5% | 25.5% |
| 2=Dissatisfied | 9.5% | 10.9% | 9.8% | 10.6% | 8.9% | 10.5% | 8.7% | 11.3% | 10.7% | 8.6% | 9.8% |
| 1=Very dissatisfied | 7.1% | 2.5% | 5.2% | 8.7% | 3.8% | 4.5% | 5.0% | 4.6% | 4.6% | 5.5% | 5.1% |
| 9=Don't know | 17.9% | 15.3% | 20.6% | 18.3% | 22.3% | 23.3% | 26.0% | 22.4% | 22.3% | 23.0% | 22.6% |

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q3b Value you receive for your municipal taxes & fees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 4.0% | 5.6% | 3.5% | 5.4% | 5.1% | 5.2% | 6.1% | 5.1% | 5.2% | 5.1% |
| 4=Satisfied | 20.2% | 23.3% | 22.3% | 19.6% | 21.0% | 19.2% | 21.6% | 23.0% | 21.6% | 20.8% | 21.2% |
| 3=Neutral | 28.6% | 35.6% | 24.4% | 25.3% | 30.9% | 25.5% | 24.5% | 25.8% | 25.0% | 27.8% | 26.3% |
| 2=Dissatisfied | 8.3% | 13.9% | 18.1% | 17.0% | 14.0% | 17.0% | 14.2% | 14.7% | 16.2% | 14.0% | 15.2% |
| 1=Very dissatisfied | 13.1% | 6.9% | 9.1% | 12.5% | 6.7% | 8.3% | 7.3% | 8.0% | 8.6% | 8.0% | 8.3% |
| 9=Don't know | 22.6% | 16.3% | 20.6% | 22.1% | 22.0% | 25.0% | 27.2% | 22.4% | 23.5% | 24.2% | 23.9% |

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q3a Quality of services provided by your municipal government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.2% | 9.4% | 12.3% | 6.3% | 9.0% | 8.5% | 10.5% | 8.7% | 9.6% | 9.1% | 9.4% |
| 4=Satisfied | 40.6% | 36.8% | 37.7% | 35.3% | 36.5% | 36.6% | 41.3% | 39.5% | 38.9% | 38.1% | 38.5% |
| 3=Neutral | 31.9% | 38.0% | 31.1% | 34.9% | 38.1% | 35.4% | 29.7% | 31.2% | 31.7% | 34.4% | 33.0% |
| 2=Dissatisfied | 11.6% | 12.9% | 12.3% | 12.9% | 11.5% | 13.7% | 11.7% | 14.6% | 13.8% | 11.2% | 12.6% |
| 1=Very dissatisfied | 8.7% | 2.9% | 6.6% | 10.6% | 4.9% | 5.9% | 6.8% | 5.9% | 6.0% | 7.1% | 6.5% |

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q3b Value you receive for your municipal taxes & fees

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.2% | 4.7% | 7.0% | 4.5% | 6.9% | 6.7% | 7.2% | 7.9% | 6.7% | 6.8% | 6.8% |
| 4=Satisfied | 26.2% | 27.8% | 28.1% | 25.1% | 26.9% | 25.5% | 29.7% | 29.6% | 28.2% | 27.5% | 27.8% |
| 3=Neutral | 36.9% | 42.6% | 30.7% | 32.5% | 39.6% | 34.0% | 33.6% | 33.2% | 32.6% | 36.7% | 34.6% |
| 2=Dissatisfied | 10.8% | 16.6% | 22.8% | 21.8% | 18.0% | 22.7% | 19.5% | 19.0% | 21.2% | 18.5% | 19.9% |
| 1=Very dissatisfied | 16.9% | 8.3% | 11.4% | 16.0% | 8.6% | 11.1% | 10.0% | 10.3% | 11.2% | 10.5% | 10.9% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4a Government is customer-focused

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 4.8% | 4.5% | 4.2% | 4.2% | 2.9% | 2.4% | 3.8% | 3.1% | 3.5% | 3.6% | 3.5% |
| 4=Agree | 22.6% | 29.7% | 26.1% | 25.6% | 23.9% | 23.7% | 23.2% | 26.4% | 24.2% | 25.1% | 24.6% |
| 3=Neutral | 38.1% | 31.7% | 30.3% | 36.2% | 36.6% | 34.5% | 33.2% | 30.4% | 34.2% | 32.9% | 33.5% |
| 2=Disagree | 15.5% | 16.8% | 22.6% | 18.3% | 23.2% | 23.5% | 23.0% | 20.9% | 22.0% | 21.5% | 21.8% |
| 1=Strongly disagree | 6.0% | 5.4% | 6.3% | 8.7% | 5.1% | 9.2% | 9.8% | 7.1% | 8.5% | 7.8% | 8.1% |
| 9=Don't know | 13.1% | 11.9% | 10.5% | 7.1% | 8.3% | 6.7% | 7.0% | 12.3% | 7.8% | 9.1% | 8.4% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4b Government continuously improves services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.4% | 4.5% | 5.2% | 5.1% | 5.1% | 2.9% | 4.8% | 4.3% | 4.4% | 4.5% | 4.4% |
| 4=Agree | 22.6% | 29.2% | 28.2% | 26.9% | 29.9% | 30.2% | 25.7% | 28.2% | 27.1% | 28.3% | 27.7% |
| 3=Neutral | 42.9% | 32.7% | 34.5% | 33.7% | 28.7% | 33.5% | 33.8% | 33.1% | 35.0% | 31.7% | 33.4% |
| 2=Disagree | 15.5% | 21.3% | 19.2% | 18.6% | 23.2% | 19.9% | 22.1% | 17.5% | 20.1% | 20.9% | 20.5% |
| 1=Strongly disagree | 6.0% | 3.5% | 6.6% | 9.0% | 6.1% | 7.6% | 7.5% | 6.1% | 7.2% | 6.8% | 7.0% |
| 9=Don't know | 10.7% | 8.9% | 6.3% | 6.7% | 7.0% | 6.0% | 6.1% | 10.7% | 6.3% | 7.8% | 7.0% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4c Government uses your tax dollars wisely

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.4% | 3.5% | 3.8% | 2.2% | 3.2% | 1.6% | 3.2% | 3.1% | 2.7% | 3.1% | 2.9% |
| 4=Agree | 11.9% | 13.9% | 18.5% | 16.7% | 16.2% | 15.0% | 12.5% | 15.3% | 13.7% | 15.7% | 14.6% |
| 3=Neutral | 36.9% | 40.1% | 32.8% | 29.8% | 34.7% | 30.9% | 30.1% | 31.3% | 32.0% | 31.7% | 31.9% |
| 2=Disagree | 20.2% | 21.8% | 22.6% | 25.6% | 27.1% | 25.5% | 29.0% | 22.4% | 26.1% | 25.7% | 25.9% |
| 1=Strongly disagree | 11.9% | 11.4% | 14.3% | 15.7% | 11.1% | 19.7% | 18.5% | 14.1% | 17.7% | 14.7% | 16.2% |
| 9=Don't know | 16.7% | 9.4% | 8.0% | 9.9% | 7.6% | 7.2% | 6.7% | 13.8% | 8.0% | 9.1% | 8.5% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4d Government delivers excellent public services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 7.1% | 3.5% | 3.8% | 4.5% | 4.1% | 3.3% | 4.6% | 5.8% | 4.1% | 4.6% | 4.4% |
| 4=Agree | 19.0% | 27.7% | 25.1% | 19.9% | 24.5% | 22.6% | 19.7% | 22.7% | 21.2% | 22.8% | 22.0% |
| 3=Neutral | 41.7% | 36.6% | 34.5% | 32.7% | 32.5% | 33.5% | 35.0% | 34.0% | 35.8% | 32.9% | 34.4% |
| 2=Disagree | 17.9% | 17.8% | 19.2% | 26.6% | 24.5% | 24.1% | 22.1% | 18.7% | 22.4% | 21.9% | 22.1% |
| 1=Strongly disagree | 7.1% | 6.9% | 11.5% | 10.3% | 7.3% | 13.2% | 11.9% | 9.2% | 11.1% | 10.4% | 10.7% |
| 9=Don't know | 7.1% | 7.4% | 5.9% | 6.1% | 7.0% | 3.4% | 6.7% | 9.5% | 5.5% | 7.3% | 6.4% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4a Government is customer-focused

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 5.5% | 5.1% | 4.7% | 4.5% | 3.1% | 2.5% | 4.1% | 3.5% | 3.8% | 4.0% | 3.9% |
| 4=Agree | 26.0% | 33.7% | 29.2% | 27.6% | 26.0% | 25.4% | 24.9% | 30.1% | 26.2% | 27.6% | 26.8% |
| 3=Neutral | 43.8% | 36.0% | 33.9% | 39.0% | 39.9% | 37.0% | 35.7% | 34.6% | 37.0% | 36.2% | 36.6% |
| 2=Disagree | 17.8% | 19.1% | 25.3% | 19.7% | 25.3% | 25.2% | 24.7% | 23.8% | 23.8% | 23.7% | 23.8% |
| 1=Strongly disagree | 6.8% | 6.2% | 7.0% | 9.3% | 5.6% | 9.9% | 10.6% | 8.0% | 9.2% | 8.6% | 8.9% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4b Government continuously improves services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.7% | 4.9% | 5.6% | 5.5% | 5.5% | 3.1% | 5.1% | 4.8% | 4.7% | 4.8% | 4.7% |
| 4=Agree | 25.3% | 32.1% | 30.1% | 28.9% | 32.2% | 32.1% | 27.4% | 31.6% | 28.9% | 30.7% | 29.8% |
| 3=Neutral | 48.0% | 35.9% | 36.8% | 36.1% | 30.8% | 35.6% | 36.0% | 37.1% | 37.3% | 34.4% | 35.9% |
| 2=Disagree | 17.3% | 23.4% | 20.4% | 19.9% | 25.0% | 21.2% | 23.6% | 19.6% | 21.4% | 22.7% | 22.1% |
| 1=Strongly disagree | 6.7% | 3.8% | 7.1% | 9.6% | 6.5% | 8.1% | 8.0% | 6.9% | 7.6% | 7.4% | 7.5% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4c Government uses your tax dollars wisely

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.9% | 3.8% | 4.2% | 2.5% | 3.4% | 1.8% | 3.4% | 3.6% | 2.9% | 3.4% | 3.1% |
| 4=Agree | 14.3% | 15.3% | 20.1% | 18.5% | 17.6% | 16.2% | 13.4% | 17.8% | 14.8% | 17.3% | 16.0% |
| 3=Neutral | 44.3% | 44.3% | 35.6% | 33.1% | 37.6% | 33.3% | 32.3% | 36.3% | 34.8% | 34.9% | 34.8% |
| 2=Disagree | 24.3% | 24.0% | 24.6% | 28.5% | 29.3% | 27.5% | 31.1% | 26.0% | 28.3% | 28.2% | 28.3% |
| 1=Strongly disagree | 14.3% | 12.6% | 15.5% | 17.4% | 12.1% | 21.2% | 19.8% | 16.4% | 19.2% | 16.2% | 17.7% |

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q4d Government delivers excellent public services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 7.7% | 3.7% | 4.1% | 4.8% | 4.5% | 3.4% | 4.9% | 6.4% | 4.3% | 5.0% | 4.6% |
| 4=Agree | 20.5% | 29.9% | 26.7% | 21.2% | 26.4% | 23.4% | 21.1% | 25.1% | 22.5% | 24.6% | 23.5% |
| 3=Neutral | 44.9% | 39.6% | 36.7% | 34.8% | 34.9% | 34.6% | 37.5% | 37.6% | 37.8% | 35.5% | 36.7% |
| 2=Disagree | 19.2% | 19.3% | 20.4% | 28.3% | 26.4% | 24.9% | 23.7% | 20.7% | 23.7% | 23.6% | 23.7% |
| 1=Strongly disagree | 7.7% | 7.5% | 12.2% | 10.9% | 7.9% | 13.7% | 12.7% | 10.2% | 11.7% | 11.2% | 11.5% |

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q5a Quality of drinking water

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.1% | 22.3% | 24.4% | 22.1% | 17.8% | 24.4% | 26.9% | 25.2% | 24.8% | 23.2% | 24.0% |
| 4=Satisfied | 51.2% | 54.5% | 42.5% | 45.8% | 53.2% | 50.8% | 47.1% | 45.7% | 50.5% | 45.9% | 48.3% |
| 3=Neutral | 20.2% | 15.3% | 18.1% | 17.9% | 15.3% | 14.1% | 14.0% | 14.7% | 13.6% | 17.0% | 15.2% |
| 2=Dissatisfied | 6.0% | 5.0% | 9.8% | 5.8% | 7.6% | 6.0% | 6.1% | 5.5% | 5.4% | 7.3% | 6.4% |
| 1=Very dissatisfied | 2.4% | 1.0% | 2.1% | 5.1% | 3.2% | 2.4% | 2.4% | 4.0% | 2.4% | 3.2% | 2.8% |
| 9=Don't know | 7.1% | 2.0% | 3.1% | 3.2% | 2.9% | 2.4% | 3.5% | 4.9% | 3.2% | 3.4% | 3.3% |

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q5b Quality of sewer services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 16.8% | 20.6% | 17.6% | 15.3% | 18.4% | 19.1% | 20.9% | 19.4% | 17.2% | 18.3% |
| 4=Satisfied | 52.4% | 45.0% | 41.5% | 43.6% | 51.3% | 48.3% | 46.1% | 40.8% | 46.6% | 45.2% | 45.9% |
| 3=Neutral | 15.5% | 20.3% | 22.3% | 24.0% | 17.8% | 17.9% | 18.7% | 19.6% | 18.7% | 20.2% | 19.4% |
| 2=Dissatisfied | 4.8% | 5.9% | 6.3% | 4.5% | 5.7% | 5.1% | 4.6% | 4.3% | 4.4% | 5.5% | 5.0% |
| 1=Very dissatisfied | 6.0% | 2.0% | 2.4% | 3.2% | 2.9% | 2.0% | 3.1% | 3.7% | 2.8% | 3.0% | 2.9% |
| 9=Don't know | 13.1% | 9.9% | 7.0% | 7.1% | 7.0% | 8.3% | 8.5% | 10.7% | 8.1% | 8.9% | 8.5% |

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q5a Quality of drinking water

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.1% | 22.7% | 25.2% | 22.8% | 18.4% | 25.0% | 27.9% | 26.5% | 25.7% | 24.0% | 24.8% |
| 4=Satisfied | 55.1% | 55.6% | 43.9% | 47.4% | 54.8% | 52.0% | 48.8% | 48.1% | 52.2% | 47.5% | 49.9% |
| 3=Neutral | 21.8% | 15.7% | 18.7% | 18.5% | 15.7% | 14.4% | 14.5% | 15.5% | 14.0% | 17.6% | 15.8% |
| 2=Dissatisfied | 6.4% | 5.1% | 10.1% | 6.0% | 7.9% | 6.1% | 6.3% | 5.8% | 5.6% | 7.6% | 6.6% |
| 1=Very dissatisfied | 2.6% | 1.0% | 2.2% | 5.3% | 3.3% | 2.4% | 2.5% | 4.2% | 2.5% | 3.3% | 2.9% |

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q5b Quality of sewer services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.6% | 18.7% | 22.1% | 19.0% | 16.4% | 20.1% | 20.8% | 23.4% | 21.1% | 18.9% | 20.0% |
| 4=Satisfied | 60.3% | 50.0% | 44.6% | 46.9% | 55.1% | 52.7% | 50.4% | 45.7% | 50.7% | 49.6% | 50.1% |
| 3=Neutral | 17.8% | 22.5% | 24.0% | 25.9% | 19.2% | 19.5% | 20.4% | 22.0% | 20.4% | 22.2% | 21.2% |
| 2=Dissatisfied | 5.5% | 6.6% | 6.7% | 4.8% | 6.2% | 5.5% | 5.0% | 4.8% | 4.8% | 6.0% | 5.4% |
| 1=Very dissatisfied | 6.8% | 2.2% | 2.6% | 3.4% | 3.1% | 2.2% | 3.4% | 4.1% | 3.0% | 3.3% | 3.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q6a Quality of police services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.1% | 19.8% | 14.6% | 13.5% | 13.7% | 11.4% | 16.2% | 15.0% | 15.1% | 14.3% | 14.7% |
| 4=Satisfied | 38.1% | 38.1% | 46.7% | 44.2% | 45.2% | 48.1% | 45.9% | 46.3% | 45.2% | 45.7% | 45.5% |
| 3=Neutral | 26.2% | 20.8% | 20.9% | 23.1% | 22.9% | 21.0% | 19.1% | 18.1% | 20.6% | 20.5% | 20.6% |
| 2=Dissatisfied | 15.5% | 9.9% | 10.8% | 11.9% | 9.9% | 11.2% | 11.1% | 8.0% | 11.2% | 10.3% | 10.8% |
| 1=Very dissatisfied | 1.2% | 5.4% | 3.8% | 4.8% | 5.4% | 6.1% | 5.5% | 5.8% | 5.1% | 5.5% | 5.3% |
| 9=Don't know | 6.0% | 5.9% | 3.1% | 2.6% | 2.9% | 2.2% | 2.2% | 6.7% | 2.8% | 3.6% | 3.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q6b Quality of fire services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.9% | 28.2% | 26.5% | 25.6% | 23.6% | 26.9% | 28.8% | 30.1% | 28.2% | 25.9% | 27.1% |
| 4=Satisfied | 44.0% | 44.1% | 47.7% | 46.8% | 50.6% | 50.8% | 50.6% | 45.4% | 48.4% | 49.3% | 48.9% |
| 3=Neutral | 26.2% | 15.3% | 13.9% | 17.3% | 15.9% | 15.0% | 12.2% | 13.2% | 13.9% | 15.0% | 14.4% |
| 2=Dissatisfied | 0.0% | 1.0% | 1.0% | 1.6% | 1.3% | 1.4% | 0.8% | 1.2% | 1.5% | 0.7% | 1.1% |
| 1=Very dissatisfied | 0.0% | 0.5% | 1.0% | 1.0% | 0.6% | 0.0% | 0.9% | 0.9% | 0.6% | 0.9% | 0.7% |
| 9=Don't know | 17.9% | 10.9% | 9.8% | 7.7% | 8.0% | 5.8% | 6.6% | 9.2% | 7.4% | 8.3% | 7.8% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q6c Quality of local emergency/medical ambulance services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 23.8% | 27.5% | 24.4% | 27.1% | 25.3% | 29.5% | 26.4% | 27.6% | 25.7% | 26.7% |
| 4=Satisfied | 40.5% | 35.1% | 40.1% | 43.3% | 45.5% | 46.5% | 45.6% | 43.9% | 43.7% | 44.4% | 44.0% |
| 3=Neutral | 26.2% | 16.8% | 17.8% | 15.7% | 16.6% | 18.1% | 13.6% | 16.3% | 15.4% | 16.8% | 16.1% |
| 2=Dissatisfied | 1.2% | 3.5% | 1.7% | 5.1% | 1.3% | 2.5% | 1.7% | 1.5% | 2.3% | 2.1% | 2.2% |
| 1=Very dissatisfied | 0.0% | 2.5% | 0.7% | 1.0% | 0.6% | 0.4% | 1.2% | 2.1% | 0.9% | 1.2% | 1.1% |
| 9=Don't know | 21.4% | 18.3% | 12.2% | 10.6% | 8.9% | 7.2% | 8.4% | 9.8% | 10.1% | 9.8% | 9.9% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6d Quality of animal care & control services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 11.4% | 14.3% | 8.3% | 10.8% | 8.9% | 9.3% | 11.7% | 10.4% | 9.6% | 10.0% |
| 4=Satisfied | 28.6% | 31.7% | 33.1% | 36.9% | 34.4% | 36.3% | 31.1% | 31.0% | 33.0% | 33.1% | 33.1% |
| 3=Neutral | 27.4% | 23.8% | 23.7% | 25.0% | 28.0% | 26.2% | 29.1% | 27.0% | 26.5% | 27.5% | 27.0% |
| 2=Dissatisfied | 13.1% | 6.9% | 7.0% | 6.7% | 6.7% | 10.1% | 8.4% | 9.2% | 8.8% | 7.9% | 8.4% |
| 1=Very dissatisfied | 0.0% | 4.0% | 4.2% | 4.5% | 5.1% | 7.1% | 6.0% | 6.4% | 4.5% | 6.5% | 5.5% |
| 9=Don't know | 25.0% | 22.3% | 17.8% | 18.6% | 15.0% | 11.4% | 16.2% | 14.7% | 16.7% | 15.4% | 16.1% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6e Quality of the County's emergency preparedness services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 17.8% | 17.4% | 14.4% | 16.9% | 14.1% | 16.8% | 16.3% | 15.8% | 16.2% | 16.0% |
| 4=Satisfied | 35.7% | 39.1% | 40.1% | 36.5% | 39.2% | 41.4% | 37.0% | 39.3% | 37.6% | 39.7% | 38.6% |
| 3=Neutral | 26.2% | 21.8% | 20.6% | 26.3% | 23.6% | 25.7% | 24.6% | 20.9% | 24.9% | 23.0% | 24.0% |
| 2=Dissatisfied | 7.1% | 6.4% | 9.4% | 9.9% | 8.0% | 8.7% | 9.1% | 8.3% | 8.8% | 8.6% | 8.7% |
| 1=Very dissatisfied | 3.6% | 4.0% | 2.8% | 5.4% | 4.5% | 4.0% | 4.4% | 4.0% | 3.7% | 4.7% | 4.2% |
| 9=Don't know | 17.9% | 10.9% | 9.8% | 7.4% | 8.0% | 6.1% | 8.1% | 11.3% | 9.3% | 7.9% | 8.6% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q6f Police efforts to prevent property crime</u> | | | | | | | | | | | |
| 5=Very satisfied | 13.1% | 12.9% | 11.5% | 12.5% | 10.8% | 8.9% | 10.5% | 11.7% | 10.9% | 10.8% | 10.9% |
| 4=Satisfied | 25.0% | 34.7% | 38.0% | 35.9% | 36.6% | 37.1% | 31.6% | 34.7% | 34.4% | 34.4% | 34.4% |
| 3=Neutral | 27.4% | 23.3% | 25.8% | 25.3% | 26.4% | 26.9% | 32.3% | 27.3% | 29.3% | 27.2% | 28.3% |
| 2=Dissatisfied | 19.0% | 13.4% | 9.4% | 12.8% | 10.5% | 14.8% | 14.1% | 9.2% | 12.5% | 13.4% | 12.9% |
| 1=Very dissatisfied | 3.6% | 6.4% | 6.3% | 8.0% | 9.2% | 8.3% | 6.3% | 9.2% | 7.4% | 7.3% | 7.3% |
| 9=Don't know | 11.9% | 9.4% | 9.1% | 5.4% | 6.4% | 4.0% | 5.2% | 8.0% | 5.5% | 7.0% | 6.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6g Police efforts to prevent violent crime

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.1% | 13.9% | 10.8% | 12.2% | 12.4% | 10.8% | 11.9% | 12.6% | 11.9% | 12.0% | 11.9% |
| 4=Satisfied | 27.4% | 35.1% | 38.0% | 36.5% | 37.9% | 37.3% | 34.5% | 33.7% | 35.7% | 35.5% | 35.6% |
| 3=Neutral | 28.6% | 24.3% | 28.2% | 27.2% | 28.0% | 28.6% | 30.7% | 27.9% | 30.2% | 27.1% | 28.7% |
| 2=Dissatisfied | 10.7% | 9.4% | 8.7% | 11.2% | 8.3% | 12.1% | 11.2% | 9.2% | 10.4% | 10.7% | 10.5% |
| 1=Very dissatisfied | 2.4% | 5.0% | 5.6% | 4.8% | 7.0% | 6.5% | 5.0% | 7.4% | 5.2% | 6.2% | 5.7% |
| 9=Don't know | 17.9% | 12.4% | 8.7% | 8.0% | 6.4% | 4.7% | 6.7% | 9.2% | 6.7% | 8.5% | 7.6% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6h Courtesy, respectfulness, fairness of police officers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 14.4% | 12.5% | 12.5% | 10.8% | 11.6% | 13.6% | 12.6% | 12.8% | 12.4% | 12.6% |
| 4=Satisfied | 29.8% | 28.2% | 36.2% | 30.1% | 36.3% | 34.5% | 34.8% | 31.9% | 32.7% | 34.8% | 33.7% |
| 3=Neutral | 26.2% | 27.7% | 25.1% | 25.0% | 27.1% | 25.7% | 27.2% | 25.8% | 27.3% | 25.3% | 26.4% |
| 2=Dissatisfied | 11.9% | 14.9% | 14.3% | 14.7% | 11.8% | 14.5% | 11.3% | 12.6% | 13.3% | 12.5% | 12.9% |
| 1=Very dissatisfied | 8.3% | 9.4% | 7.3% | 12.2% | 9.6% | 10.5% | 9.2% | 9.8% | 9.7% | 9.6% | 9.6% |
| 9=Don't know | 13.1% | 5.4% | 4.5% | 5.4% | 4.5% | 3.3% | 4.0% | 7.4% | 4.3% | 5.4% | 4.8% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6i Enforcement of local traffic laws

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.9% | 11.9% | 11.5% | 9.9% | 8.3% | 9.0% | 9.4% | 12.0% | 10.0% | 9.9% | 10.0% |
| 4=Satisfied | 28.6% | 29.2% | 34.8% | 32.4% | 39.5% | 30.6% | 30.5% | 30.7% | 29.6% | 34.2% | 31.9% |
| 3=Neutral | 16.7% | 17.8% | 24.7% | 26.3% | 24.8% | 27.5% | 27.3% | 21.8% | 26.0% | 24.5% | 25.3% |
| 2=Dissatisfied | 16.7% | 17.8% | 13.2% | 12.2% | 15.6% | 17.5% | 16.9% | 14.7% | 17.1% | 14.7% | 15.9% |
| 1=Very dissatisfied | 16.7% | 19.8% | 11.5% | 15.1% | 8.3% | 13.4% | 12.2% | 12.3% | 13.7% | 12.0% | 12.9% |
| 9=Don't know | 9.5% | 3.5% | 4.2% | 4.2% | 3.5% | 2.0% | 3.6% | 8.6% | 3.6% | 4.6% | 4.1% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q6j Access to police during emergencies</u> | | | | | | | | | | | |
| 5=Very satisfied | 13.1% | 14.4% | 16.0% | 14.4% | 12.4% | 11.2% | 13.6% | 15.6% | 13.7% | 13.5% | 13.6% |
| 4=Satisfied | 21.4% | 28.2% | 36.9% | 34.6% | 38.9% | 36.9% | 36.8% | 36.5% | 34.8% | 36.9% | 35.8% |
| 3=Neutral | 31.0% | 26.7% | 23.3% | 27.6% | 22.9% | 28.6% | 27.5% | 21.8% | 27.7% | 24.7% | 26.3% |
| 2=Dissatisfied | 6.0% | 8.4% | 5.2% | 9.3% | 8.0% | 8.7% | 7.1% | 9.2% | 7.3% | 8.3% | 7.8% |
| 1=Very dissatisfied | 2.4% | 5.0% | 4.9% | 6.1% | 6.7% | 7.1% | 4.0% | 5.2% | 4.8% | 5.7% | 5.2% |
| 9=Don't know | 26.2% | 17.3% | 13.6% | 8.0% | 11.1% | 7.6% | 11.0% | 11.7% | 11.7% | 10.8% | 11.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6k Access to police during non-emergencies

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.9% | 11.9% | 10.5% | 10.3% | 10.8% | 9.2% | 11.1% | 14.1% | 10.7% | 11.3% | 11.0% |
| 4=Satisfied | 28.6% | 26.7% | 33.8% | 30.1% | 35.0% | 34.0% | 31.1% | 31.6% | 30.1% | 33.7% | 31.9% |
| 3=Neutral | 33.3% | 28.7% | 27.9% | 32.4% | 26.4% | 30.4% | 31.5% | 29.1% | 31.9% | 28.3% | 30.2% |
| 2=Dissatisfied | 4.8% | 11.4% | 8.4% | 9.0% | 12.7% | 12.1% | 10.9% | 6.7% | 10.3% | 10.3% | 10.3% |
| 1=Very dissatisfied | 2.4% | 5.0% | 7.7% | 9.3% | 7.0% | 7.2% | 6.8% | 7.1% | 7.0% | 7.0% | 7.0% |
| 9=Don't know | 19.0% | 16.3% | 11.8% | 9.0% | 8.0% | 7.1% | 8.5% | 11.3% | 9.9% | 9.3% | 9.6% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6a Quality of police services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.9% | 21.1% | 15.1% | 13.8% | 14.1% | 11.6% | 16.5% | 16.1% | 15.6% | 14.8% | 15.2% |
| 4=Satisfied | 40.5% | 40.5% | 48.2% | 45.4% | 46.6% | 49.2% | 46.9% | 49.7% | 46.5% | 47.5% | 47.0% |
| 3=Neutral | 27.8% | 22.1% | 21.6% | 23.7% | 23.6% | 21.4% | 19.5% | 19.4% | 21.2% | 21.3% | 21.2% |
| 2=Dissatisfied | 16.5% | 10.5% | 11.2% | 12.2% | 10.2% | 11.5% | 11.4% | 8.6% | 11.5% | 10.7% | 11.1% |
| 1=Very dissatisfied | 1.3% | 5.8% | 4.0% | 4.9% | 5.6% | 6.3% | 5.6% | 6.3% | 5.3% | 5.7% | 5.5% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6b Quality of fire services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.5% | 31.7% | 29.3% | 27.8% | 25.6% | 28.6% | 30.8% | 33.1% | 30.5% | 28.2% | 29.4% |
| 4=Satisfied | 53.6% | 49.4% | 52.9% | 50.7% | 55.0% | 53.9% | 54.2% | 50.0% | 52.2% | 53.8% | 53.0% |
| 3=Neutral | 31.9% | 17.2% | 15.4% | 18.8% | 17.3% | 15.9% | 13.1% | 14.5% | 15.0% | 16.3% | 15.6% |
| 2=Dissatisfied | 0.0% | 1.1% | 1.2% | 1.7% | 1.4% | 1.5% | 0.9% | 1.4% | 1.7% | 0.7% | 1.2% |
| 1=Very dissatisfied | 0.0% | 0.6% | 1.2% | 1.0% | 0.7% | 0.0% | 1.0% | 1.0% | 0.6% | 0.9% | 0.8% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6c Quality of local emergency/medical ambulance services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.6% | 29.1% | 31.3% | 27.2% | 29.7% | 27.3% | 32.2% | 29.3% | 30.7% | 28.4% | 29.6% |
| 4=Satisfied | 51.5% | 43.0% | 45.6% | 48.4% | 50.0% | 50.1% | 49.8% | 48.6% | 48.6% | 49.2% | 48.9% |
| 3=Neutral | 33.3% | 20.6% | 20.2% | 17.6% | 18.2% | 19.5% | 14.8% | 18.0% | 17.1% | 18.7% | 17.8% |
| 2=Dissatisfied | 1.5% | 4.2% | 2.0% | 5.7% | 1.4% | 2.7% | 1.8% | 1.7% | 2.6% | 2.3% | 2.5% |
| 1=Very dissatisfied | 0.0% | 3.0% | 0.8% | 1.1% | 0.7% | 0.4% | 1.3% | 2.4% | 1.0% | 1.4% | 1.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6d Quality of animal care & control services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.9% | 14.6% | 17.4% | 10.2% | 12.7% | 10.0% | 11.0% | 13.7% | 12.5% | 11.3% | 11.9% |
| 4=Satisfied | 38.1% | 40.8% | 40.3% | 45.3% | 40.4% | 41.0% | 37.1% | 36.3% | 39.7% | 39.2% | 39.4% |
| 3=Neutral | 36.5% | 30.6% | 28.8% | 30.7% | 33.0% | 29.6% | 34.7% | 31.7% | 31.8% | 32.5% | 32.1% |
| 2=Dissatisfied | 17.5% | 8.9% | 8.5% | 8.3% | 7.9% | 11.4% | 10.0% | 10.8% | 10.6% | 9.3% | 10.0% |
| 1=Very dissatisfied | 0.0% | 5.1% | 5.1% | 5.5% | 6.0% | 8.0% | 7.1% | 7.6% | 5.4% | 7.7% | 6.6% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6e Quality of the County's emergency preparedness services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.6% | 20.0% | 19.3% | 15.6% | 18.3% | 15.0% | 18.3% | 18.3% | 17.4% | 17.5% | 17.5% |
| 4=Satisfied | 43.5% | 43.9% | 44.4% | 39.4% | 42.6% | 44.1% | 40.3% | 44.3% | 41.4% | 43.0% | 42.2% |
| 3=Neutral | 31.9% | 24.4% | 22.8% | 28.4% | 25.6% | 27.4% | 26.8% | 23.5% | 27.4% | 24.9% | 26.2% |
| 2=Dissatisfied | 8.7% | 7.2% | 10.4% | 10.7% | 8.7% | 9.2% | 9.9% | 9.3% | 9.7% | 9.4% | 9.5% |
| 1=Very dissatisfied | 4.3% | 4.4% | 3.1% | 5.9% | 4.8% | 4.2% | 4.8% | 4.5% | 4.1% | 5.1% | 4.6% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6f Police efforts to prevent property crime

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.9% | 14.2% | 12.6% | 13.2% | 11.6% | 9.2% | 11.0% | 12.7% | 11.6% | 11.6% | 11.6% |
| 4=Satisfied | 28.4% | 38.3% | 41.8% | 38.0% | 39.1% | 38.6% | 33.3% | 37.7% | 36.4% | 37.0% | 36.7% |
| 3=Neutral | 31.1% | 25.7% | 28.4% | 26.8% | 28.2% | 28.1% | 34.1% | 29.7% | 31.0% | 29.2% | 30.1% |
| 2=Dissatisfied | 21.6% | 14.8% | 10.3% | 13.6% | 11.2% | 15.4% | 14.9% | 10.0% | 13.2% | 14.4% | 13.8% |
| 1=Very dissatisfied | 4.1% | 7.1% | 6.9% | 8.5% | 9.9% | 8.7% | 6.6% | 10.0% | 7.8% | 7.8% | 7.8% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6g Police efforts to prevent violent crime

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 15.9% | 15.8% | 11.8% | 13.2% | 13.3% | 11.4% | 12.7% | 13.9% | 12.7% | 13.1% | 12.9% |
| 4=Satisfied | 33.3% | 40.1% | 41.6% | 39.7% | 40.5% | 39.1% | 37.0% | 37.2% | 38.3% | 38.8% | 38.5% |
| 3=Neutral | 34.8% | 27.7% | 30.9% | 29.6% | 29.9% | 30.0% | 32.9% | 30.7% | 32.4% | 29.6% | 31.1% |
| 2=Dissatisfied | 13.0% | 10.7% | 9.5% | 12.2% | 8.8% | 12.7% | 12.0% | 10.1% | 11.1% | 11.7% | 11.4% |
| 1=Very dissatisfied | 2.9% | 5.6% | 6.1% | 5.2% | 7.5% | 6.8% | 5.4% | 8.1% | 5.6% | 6.8% | 6.2% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6h Courtesy, respectfulness, fairness of police officers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 12.3% | 15.2% | 13.1% | 13.2% | 11.3% | 12.0% | 14.1% | 13.6% | 13.4% | 13.1% | 13.2% |
| 4=Satisfied | 34.2% | 29.8% | 38.0% | 31.9% | 38.0% | 35.7% | 36.2% | 34.4% | 34.1% | 36.8% | 35.4% |
| 3=Neutral | 30.1% | 29.3% | 26.3% | 26.4% | 28.3% | 26.5% | 28.3% | 27.8% | 28.5% | 26.8% | 27.7% |
| 2=Dissatisfied | 13.7% | 15.7% | 15.0% | 15.6% | 12.3% | 15.0% | 11.8% | 13.6% | 13.9% | 13.2% | 13.5% |
| 1=Very dissatisfied | 9.6% | 9.9% | 7.7% | 12.9% | 10.0% | 10.8% | 9.5% | 10.6% | 10.1% | 10.1% | 10.1% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q6i Enforcement of local traffic laws

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.2% | 12.3% | 12.0% | 10.4% | 8.6% | 9.2% | 9.8% | 13.1% | 10.4% | 10.4% | 10.4% |
| 4=Satisfied | 31.6% | 30.3% | 36.4% | 33.8% | 40.9% | 31.2% | 31.6% | 33.6% | 30.7% | 35.9% | 33.2% |
| 3=Neutral | 18.4% | 18.5% | 25.8% | 27.4% | 25.7% | 28.0% | 28.3% | 23.8% | 27.0% | 25.7% | 26.4% |
| 2=Dissatisfied | 18.4% | 18.5% | 13.8% | 12.7% | 16.2% | 17.9% | 17.6% | 16.1% | 17.7% | 15.4% | 16.6% |
| 1=Very dissatisfied | 18.4% | 20.5% | 12.0% | 15.7% | 8.6% | 13.7% | 12.7% | 13.4% | 14.2% | 12.6% | 13.4% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6j Access to police during emergencies

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 17.7% | 17.4% | 18.5% | 15.7% | 14.0% | 12.1% | 15.2% | 17.7% | 15.5% | 15.2% | 15.3% |
| 4=Satisfied | 29.0% | 34.1% | 42.7% | 37.6% | 43.7% | 39.9% | 41.4% | 41.3% | 39.4% | 41.4% | 40.4% |
| 3=Neutral | 41.9% | 32.3% | 27.0% | 30.0% | 25.8% | 30.9% | 30.9% | 24.7% | 31.4% | 27.7% | 29.6% |
| 2=Dissatisfied | 8.1% | 10.2% | 6.0% | 10.1% | 9.0% | 9.4% | 8.0% | 10.4% | 8.3% | 9.3% | 8.8% |
| 1=Very dissatisfied | 3.2% | 6.0% | 5.6% | 6.6% | 7.5% | 7.6% | 4.5% | 5.9% | 5.5% | 6.4% | 5.9% |

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q6k Access to police during non-emergencies

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.7% | 14.2% | 11.9% | 11.3% | 11.8% | 9.9% | 12.2% | 15.9% | 11.9% | 12.5% | 12.2% |
| 4=Satisfied | 35.3% | 32.0% | 38.3% | 33.1% | 38.1% | 36.6% | 34.0% | 35.6% | 33.5% | 37.2% | 35.3% |
| 3=Neutral | 41.2% | 34.3% | 31.6% | 35.6% | 28.7% | 32.7% | 34.4% | 32.9% | 35.4% | 31.2% | 33.4% |
| 2=Dissatisfied | 5.9% | 13.6% | 9.5% | 9.9% | 13.8% | 13.0% | 12.0% | 7.6% | 11.5% | 11.4% | 11.4% |
| 1=Very dissatisfied | 2.9% | 5.9% | 8.7% | 10.2% | 7.6% | 7.8% | 7.5% | 8.0% | 7.8% | 7.7% | 7.8% |

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

| N=3148 | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|--------|---------|----------|----------|----------|-------|--------------|-----------------|--------|-------|
| | Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| | 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |
| <u>Q7 Public safety and police services</u> | | | | | | | | | | | |
| A=Police services | 11.9% | 17.3% | 15.0% | 16.3% | 16.2% | 16.5% | 15.6% | 13.5% | 16.5% | 14.7% | 15.6% |
| B=Fire services | 1.2% | 0.5% | 1.4% | 2.9% | 2.2% | 2.0% | 2.0% | 1.5% | 2.0% | 1.8% | 1.9% |
| C=Emergency/medical ambulance services | 3.6% | 5.0% | 4.5% | 5.1% | 3.2% | 2.5% | 3.6% | 3.1% | 3.3% | 4.0% | 3.6% |
| D=Animal care & control services | 3.6% | 5.4% | 7.7% | 3.5% | 8.0% | 8.9% | 9.4% | 6.4% | 5.9% | 9.6% | 7.7% |
| E=Emergency preparedness services | 15.5% | 10.9% | 12.5% | 14.7% | 12.1% | 15.2% | 13.1% | 9.2% | 12.6% | 13.4% | 13.0% |
| F=Prevent property crime | 26.2% | 22.8% | 21.6% | 18.6% | 25.8% | 24.2% | 23.8% | 20.2% | 24.8% | 21.1% | 23.0% |
| G=Prevent violent crime | 14.3% | 16.8% | 16.0% | 14.1% | 12.4% | 18.3% | 17.2% | 16.6% | 15.3% | 17.5% | 16.3% |

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q7 Public safety and police services (Cont.)

| | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| H=Courtesy, respectfulness, fairness of police officers | 20.2% | 17.3% | 18.8% | 21.5% | 20.7% | 23.0% | 18.0% | 16.0% | 20.0% | 18.8% | 19.4% |
| I=Enforcement of local traffic laws | 29.8% | 30.2% | 24.4% | 24.0% | 22.9% | 24.8% | 24.2% | 15.6% | 25.8% | 21.8% | 23.8% |
| J=Access to police during emergencies | 4.8% | 8.4% | 6.6% | 10.6% | 9.6% | 8.5% | 6.7% | 5.8% | 6.9% | 8.4% | 7.7% |
| K=Access to police during non-emergencies | 7.1% | 8.4% | 7.3% | 9.6% | 13.4% | 9.4% | 10.6% | 6.1% | 9.1% | 10.1% | 9.6% |
| Z=No response | 27.4% | 24.3% | 28.2% | 27.6% | 23.6% | 21.3% | 25.1% | 39.9% | 26.3% | 26.4% | 26.4% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8a My household is prepared for an emergency

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 15.5% | 25.2% | 18.8% | 18.3% | 26.4% | 27.3% | 28.9% | 28.8% | 23.4% | 28.3% | 25.8% |
| 4=Agree | 56.0% | 46.0% | 46.7% | 51.0% | 47.8% | 48.5% | 47.5% | 42.6% | 50.9% | 44.0% | 47.6% |
| 3=Neutral | 13.1% | 12.4% | 19.2% | 16.3% | 15.0% | 11.9% | 12.1% | 11.3% | 13.6% | 13.2% | 13.4% |
| 2=Disagree | 7.1% | 12.4% | 9.4% | 9.6% | 6.1% | 7.8% | 6.6% | 8.0% | 7.4% | 8.3% | 7.8% |
| 1=Strongly disagree | 2.4% | 1.5% | 2.8% | 2.9% | 3.2% | 2.4% | 2.6% | 2.5% | 2.2% | 2.9% | 2.6% |
| 9=Don't know | 6.0% | 2.5% | 3.1% | 1.9% | 1.6% | 2.2% | 2.2% | 6.7% | 2.5% | 3.1% | 2.8% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8b I know where to get information during an emergency

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 17.9% | 21.8% | 21.6% | 20.5% | 22.0% | 25.7% | 26.4% | 25.8% | 22.5% | 26.0% | 24.2% |
| 4=Agree | 59.5% | 52.5% | 53.3% | 50.0% | 55.4% | 51.9% | 50.2% | 52.8% | 54.2% | 49.5% | 51.9% |
| 3=Neutral | 15.5% | 13.9% | 11.8% | 15.1% | 7.6% | 13.6% | 12.1% | 11.3% | 12.0% | 12.6% | 12.3% |
| 2=Disagree | 2.4% | 6.9% | 9.1% | 7.4% | 8.0% | 5.1% | 5.0% | 2.5% | 5.9% | 5.4% | 5.7% |
| 1=Strongly disagree | 0.0% | 2.5% | 1.7% | 2.6% | 1.9% | 1.4% | 2.0% | 2.5% | 1.4% | 2.5% | 1.9% |
| 9=Don't know | 4.8% | 2.5% | 2.4% | 4.5% | 5.1% | 2.4% | 4.3% | 5.2% | 3.8% | 3.9% | 3.9% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8c Feel safe walking alone during the day in my neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 29.8% | 40.1% | 36.2% | 28.2% | 30.6% | 30.9% | 31.5% | 31.6% | 34.8% | 28.9% | 31.9% |
| 4=Agree | 54.8% | 41.1% | 46.7% | 49.4% | 44.6% | 46.5% | 43.7% | 43.9% | 46.8% | 43.7% | 45.3% |
| 3=Neutral | 7.1% | 12.4% | 9.4% | 12.5% | 10.8% | 11.9% | 12.9% | 11.0% | 10.2% | 13.5% | 11.8% |
| 2=Disagree | 2.4% | 5.4% | 3.1% | 6.1% | 7.3% | 6.1% | 6.2% | 4.6% | 4.3% | 7.1% | 5.7% |
| 1=Strongly disagree | 2.4% | 0.5% | 2.4% | 1.6% | 4.5% | 2.9% | 4.0% | 3.7% | 1.7% | 4.7% | 3.2% |
| 9=Don't know | 3.6% | 0.5% | 2.1% | 2.2% | 2.2% | 1.6% | 1.7% | 5.2% | 2.1% | 2.2% | 2.2% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8d Feel safe walking alone during the evening in my neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 21.4% | 20.3% | 21.3% | 16.7% | 19.7% | 15.6% | 15.8% | 18.1% | 20.0% | 14.7% | 17.4% |
| 4=Agree | 28.6% | 36.6% | 34.8% | 34.3% | 31.8% | 35.6% | 30.9% | 30.1% | 38.7% | 26.5% | 32.8% |
| 3=Neutral | 16.7% | 21.3% | 21.3% | 19.6% | 18.8% | 19.7% | 21.6% | 20.6% | 18.5% | 22.6% | 20.5% |
| 2=Disagree | 21.4% | 16.8% | 12.9% | 17.3% | 17.8% | 16.5% | 19.8% | 14.7% | 14.1% | 20.9% | 17.5% |
| 1=Strongly disagree | 6.0% | 3.5% | 7.3% | 9.3% | 9.6% | 10.3% | 9.0% | 9.8% | 5.9% | 11.9% | 8.8% |
| 9=Don't know | 6.0% | 1.5% | 2.4% | 2.9% | 2.2% | 2.4% | 2.9% | 6.7% | 2.8% | 3.4% | 3.1% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8a My household is prepared for an emergency

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 16.5% | 25.9% | 19.4% | 18.6% | 26.9% | 27.9% | 29.5% | 30.9% | 24.0% | 29.3% | 26.5% |
| 4=Agree | 59.5% | 47.2% | 48.2% | 52.0% | 48.5% | 49.5% | 48.6% | 45.7% | 52.2% | 45.5% | 49.0% |
| 3=Neutral | 13.9% | 12.7% | 19.8% | 16.7% | 15.2% | 12.2% | 12.4% | 12.2% | 13.9% | 13.6% | 13.8% |
| 2=Disagree | 7.6% | 12.7% | 9.7% | 9.8% | 6.1% | 7.9% | 6.8% | 8.6% | 7.6% | 8.6% | 8.1% |
| 1=Strongly disagree | 2.5% | 1.5% | 2.9% | 2.9% | 3.2% | 2.4% | 2.7% | 2.6% | 2.3% | 3.0% | 2.6% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8b I know where to get information during an emergency

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 18.8% | 22.3% | 22.1% | 21.5% | 23.2% | 26.3% | 27.6% | 27.2% | 23.4% | 27.1% | 25.2% |
| 4=Agree | 62.5% | 53.8% | 54.6% | 52.3% | 58.4% | 53.1% | 52.4% | 55.7% | 56.4% | 51.5% | 54.0% |
| 3=Neutral | 16.3% | 14.2% | 12.1% | 15.8% | 8.1% | 13.9% | 12.7% | 12.0% | 12.5% | 13.1% | 12.8% |
| 2=Disagree | 2.5% | 7.1% | 9.3% | 7.7% | 8.4% | 5.2% | 5.2% | 2.6% | 6.2% | 5.7% | 5.9% |
| 1=Strongly disagree | 0.0% | 2.5% | 1.8% | 2.7% | 2.0% | 1.5% | 2.1% | 2.6% | 1.5% | 2.6% | 2.0% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8c Feel safe walking alone during the day in my neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 30.9% | 40.3% | 37.0% | 28.9% | 31.3% | 31.4% | 32.0% | 33.3% | 35.6% | 29.5% | 32.6% |
| 4=Agree | 56.8% | 41.3% | 47.7% | 50.5% | 45.6% | 47.2% | 44.5% | 46.3% | 47.8% | 44.6% | 46.3% |
| 3=Neutral | 7.4% | 12.4% | 9.6% | 12.8% | 11.1% | 12.1% | 13.1% | 11.7% | 10.4% | 13.8% | 12.0% |
| 2=Disagree | 2.5% | 5.5% | 3.2% | 6.2% | 7.5% | 6.3% | 6.3% | 4.9% | 4.4% | 7.2% | 5.8% |
| 1=Strongly disagree | 2.5% | 0.5% | 2.5% | 1.6% | 4.6% | 2.9% | 4.1% | 3.9% | 1.8% | 4.8% | 3.2% |

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q8d Feel safe walking alone during the evening in my neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 22.8% | 20.6% | 21.8% | 17.2% | 20.2% | 15.9% | 16.3% | 19.4% | 20.6% | 15.2% | 18.0% |
| 4=Agree | 30.4% | 37.2% | 35.7% | 35.3% | 32.6% | 36.5% | 31.9% | 32.2% | 39.8% | 27.4% | 33.8% |
| 3=Neutral | 17.7% | 21.6% | 21.8% | 20.1% | 19.2% | 20.2% | 22.2% | 22.0% | 19.1% | 23.4% | 21.1% |
| 2=Disagree | 22.8% | 17.1% | 13.2% | 17.8% | 18.2% | 16.9% | 20.4% | 15.8% | 14.5% | 21.7% | 18.0% |
| 1=Strongly disagree | 6.3% | 3.5% | 7.5% | 9.6% | 9.8% | 10.6% | 9.2% | 10.5% | 6.0% | 12.3% | 9.1% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9a Maintenance of County streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 9.4% | 12.9% | 7.7% | 6.7% | 6.9% | 7.0% | 9.5% | 8.6% | 7.2% | 7.9% |
| 4=Satisfied | 41.7% | 45.0% | 42.2% | 39.7% | 42.4% | 38.9% | 35.1% | 36.2% | 39.8% | 37.2% | 38.5% |
| 3=Neutral | 26.2% | 22.8% | 19.9% | 25.3% | 22.3% | 24.1% | 26.8% | 20.6% | 24.6% | 23.8% | 24.2% |
| 2=Dissatisfied | 20.2% | 16.8% | 14.6% | 16.0% | 18.5% | 19.9% | 18.5% | 19.3% | 16.6% | 19.8% | 18.2% |
| 1=Very dissatisfied | 4.8% | 4.5% | 8.4% | 9.3% | 5.7% | 8.5% | 9.3% | 8.9% | 7.7% | 8.8% | 8.2% |
| 9=Don't know | 1.2% | 1.5% | 2.1% | 1.9% | 4.5% | 1.8% | 3.3% | 5.5% | 2.7% | 3.3% | 3.0% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9b Management of traffic flow on County streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 3.0% | 5.2% | 3.2% | 2.2% | 2.7% | 4.6% | 4.6% | 4.0% | 3.7% | 3.8% |
| 4=Satisfied | 20.2% | 24.8% | 23.3% | 22.8% | 22.3% | 19.2% | 19.5% | 24.5% | 19.6% | 23.0% | 21.3% |
| 3=Neutral | 29.8% | 21.3% | 27.9% | 25.3% | 24.2% | 25.1% | 25.0% | 23.3% | 24.8% | 25.1% | 24.9% |
| 2=Dissatisfied | 21.4% | 36.6% | 25.8% | 29.2% | 30.9% | 31.6% | 28.7% | 22.4% | 29.4% | 28.3% | 28.9% |
| 1=Very dissatisfied | 23.8% | 12.9% | 14.6% | 16.7% | 15.6% | 19.5% | 19.2% | 19.3% | 19.2% | 16.6% | 17.9% |
| 9=Don't know | 1.2% | 1.5% | 3.1% | 2.9% | 4.8% | 1.8% | 3.1% | 5.8% | 3.0% | 3.3% | 3.1% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9c Traffic signal coordination during peak congestion times

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 1.5% | 5.9% | 4.5% | 3.5% | 3.8% | 4.9% | 4.9% | 4.3% | 4.4% | 4.4% |
| 4=Satisfied | 22.6% | 23.3% | 23.3% | 23.4% | 22.3% | 22.1% | 20.7% | 22.7% | 20.1% | 24.1% | 22.0% |
| 3=Neutral | 31.0% | 27.2% | 28.2% | 22.4% | 26.1% | 25.5% | 24.1% | 27.6% | 26.3% | 24.7% | 25.5% |
| 2=Dissatisfied | 17.9% | 31.7% | 23.7% | 28.8% | 29.6% | 26.0% | 28.4% | 19.0% | 27.1% | 26.2% | 26.7% |
| 1=Very dissatisfied | 22.6% | 13.9% | 14.6% | 17.0% | 14.3% | 19.5% | 17.7% | 17.5% | 18.8% | 15.5% | 17.2% |
| 9=Don't know | 2.4% | 2.5% | 4.2% | 3.8% | 4.1% | 3.1% | 4.2% | 8.3% | 3.4% | 5.1% | 4.2% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9d Quality of public transit system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.2% | 3.5% | 4.5% | 6.4% | 3.2% | 3.8% | 5.9% | 6.7% | 5.0% | 5.0% | 5.0% |
| 4=Satisfied | 20.2% | 13.4% | 18.5% | 18.6% | 23.6% | 21.7% | 17.2% | 17.5% | 17.5% | 20.0% | 18.7% |
| 3=Neutral | 17.9% | 22.3% | 23.3% | 24.4% | 20.7% | 24.2% | 24.0% | 25.8% | 23.3% | 24.0% | 23.6% |
| 2=Dissatisfied | 15.5% | 19.8% | 13.9% | 13.8% | 17.8% | 12.8% | 15.3% | 13.5% | 16.4% | 13.4% | 15.0% |
| 1=Very dissatisfied | 14.3% | 18.3% | 17.1% | 16.3% | 15.6% | 13.6% | 11.7% | 14.7% | 15.5% | 12.8% | 14.2% |
| 9=Don't know | 31.0% | 22.8% | 22.6% | 20.5% | 19.1% | 23.9% | 25.9% | 21.8% | 22.3% | 24.9% | 23.5% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9e Ease of finding out which trains & buses to take

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.2% | 5.0% | 4.5% | 5.4% | 6.7% | 6.3% | 5.9% | 7.7% | 5.3% | 6.5% | 5.9% |
| 4=Satisfied | 15.5% | 18.3% | 19.2% | 20.8% | 22.6% | 20.4% | 18.7% | 16.9% | 17.9% | 20.9% | 19.3% |
| 3=Neutral | 21.4% | 22.3% | 26.8% | 25.0% | 25.2% | 23.7% | 27.7% | 31.6% | 26.9% | 25.7% | 26.3% |
| 2=Dissatisfied | 10.7% | 20.3% | 12.2% | 16.0% | 12.7% | 13.4% | 12.2% | 9.8% | 14.5% | 11.5% | 13.1% |
| 1=Very dissatisfied | 15.5% | 11.4% | 13.6% | 10.9% | 9.2% | 10.7% | 7.2% | 10.1% | 9.9% | 9.6% | 9.8% |
| 9=Don't know | 35.7% | 22.8% | 23.7% | 21.8% | 23.6% | 25.5% | 28.3% | 23.9% | 25.6% | 25.8% | 25.7% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9f Availability of sidewalks for pedestrians

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 8.4% | 7.3% | 4.8% | 7.0% | 6.0% | 8.0% | 8.0% | 7.2% | 7.1% | 7.1% |
| 4=Satisfied | 31.0% | 36.1% | 37.6% | 36.2% | 39.2% | 34.7% | 35.4% | 29.4% | 36.3% | 34.2% | 35.3% |
| 3=Neutral | 22.6% | 22.3% | 22.6% | 27.2% | 22.6% | 27.7% | 27.3% | 25.2% | 26.1% | 25.5% | 25.8% |
| 2=Dissatisfied | 22.6% | 19.8% | 12.5% | 17.0% | 16.9% | 15.0% | 12.8% | 17.2% | 14.7% | 15.6% | 15.2% |
| 1=Very dissatisfied | 13.1% | 11.4% | 13.9% | 10.6% | 8.0% | 11.2% | 8.2% | 9.8% | 10.4% | 9.6% | 10.0% |
| 9=Don't know | 4.8% | 2.0% | 5.9% | 4.2% | 6.4% | 5.4% | 8.2% | 10.4% | 5.3% | 8.1% | 6.7% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9g Miami International Airport services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 7.9% | 11.8% | 6.4% | 8.6% | 8.1% | 6.7% | 7.7% | 8.0% | 7.3% | 7.7% |
| 4=Satisfied | 34.5% | 42.6% | 40.1% | 36.9% | 40.1% | 38.0% | 32.6% | 35.3% | 34.9% | 38.0% | 36.4% |
| 3=Neutral | 33.3% | 28.2% | 21.6% | 27.2% | 22.0% | 26.4% | 27.8% | 26.7% | 27.9% | 24.8% | 26.4% |
| 2=Dissatisfied | 11.9% | 10.9% | 10.1% | 11.9% | 10.8% | 9.8% | 9.4% | 11.0% | 10.5% | 9.9% | 10.3% |
| 1=Very dissatisfied | 6.0% | 5.0% | 6.3% | 8.0% | 8.3% | 7.1% | 8.7% | 6.1% | 8.8% | 6.2% | 7.5% |
| 9=Don't know | 11.9% | 5.4% | 10.1% | 9.6% | 10.2% | 10.7% | 14.8% | 13.2% | 9.9% | 13.9% | 11.8% |

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9h Miami Seaport services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 4.0% | 7.7% | 5.1% | 6.7% | 9.0% | 6.9% | 7.1% | 6.9% | 6.9% | 6.9% |
| 4=Satisfied | 19.0% | 25.7% | 25.4% | 26.6% | 29.3% | 26.8% | 27.9% | 27.3% | 26.4% | 27.7% | 27.0% |
| 3=Neutral | 25.0% | 23.3% | 24.0% | 28.2% | 24.8% | 27.5% | 26.8% | 29.1% | 27.6% | 25.5% | 26.6% |
| 2=Dissatisfied | 0.0% | 3.5% | 2.4% | 2.2% | 5.1% | 3.3% | 3.2% | 2.8% | 3.2% | 2.9% | 3.1% |
| 1=Very dissatisfied | 0.0% | 0.5% | 1.0% | 1.6% | 1.9% | 2.5% | 2.5% | 3.7% | 2.2% | 2.1% | 2.2% |
| 9=Don't know | 52.4% | 43.1% | 39.4% | 36.2% | 32.2% | 30.9% | 32.7% | 30.1% | 33.7% | 34.8% | 34.2% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9a Maintenance of County streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 9.5% | 13.2% | 7.8% | 7.0% | 7.0% | 7.2% | 10.1% | 8.9% | 7.4% | 8.2% |
| 4=Satisfied | 42.2% | 45.7% | 43.1% | 40.5% | 44.3% | 39.6% | 36.3% | 38.3% | 40.9% | 38.5% | 39.7% |
| 3=Neutral | 26.5% | 23.1% | 20.3% | 25.8% | 23.3% | 24.5% | 27.7% | 21.8% | 25.3% | 24.6% | 24.9% |
| 2=Dissatisfied | 20.5% | 17.1% | 14.9% | 16.3% | 19.3% | 20.3% | 19.1% | 20.5% | 17.1% | 20.4% | 18.7% |
| 1=Very dissatisfied | 4.8% | 4.5% | 8.5% | 9.5% | 6.0% | 8.7% | 9.6% | 9.4% | 7.9% | 9.1% | 8.5% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q9b Management of traffic flow on County streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 3.0% | 5.4% | 3.3% | 2.3% | 2.8% | 4.7% | 4.9% | 4.1% | 3.8% | 3.9% |
| 4=Satisfied | 20.5% | 25.1% | 24.1% | 23.4% | 23.4% | 19.5% | 20.2% | 26.1% | 20.2% | 23.8% | 22.0% |
| 3=Neutral | 30.1% | 21.6% | 28.8% | 26.1% | 25.4% | 25.6% | 25.7% | 24.8% | 25.6% | 25.9% | 25.7% |
| 2=Dissatisfied | 21.7% | 37.2% | 26.6% | 30.0% | 32.4% | 32.2% | 29.6% | 23.8% | 30.3% | 29.2% | 29.8% |
| 1=Very dissatisfied | 24.1% | 13.1% | 15.1% | 17.2% | 16.4% | 19.9% | 19.8% | 20.5% | 19.8% | 17.2% | 18.5% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9c Traffic signal coordination during peak congestion times

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.7% | 1.5% | 6.2% | 4.7% | 3.7% | 3.9% | 5.1% | 5.4% | 4.5% | 4.6% | 4.5% |
| 4=Satisfied | 23.2% | 23.9% | 24.4% | 24.3% | 23.3% | 22.8% | 21.7% | 24.7% | 20.8% | 25.4% | 23.0% |
| 3=Neutral | 31.7% | 27.9% | 29.5% | 23.3% | 27.2% | 26.3% | 25.2% | 30.1% | 27.2% | 26.0% | 26.6% |
| 2=Dissatisfied | 18.3% | 32.5% | 24.7% | 30.0% | 30.9% | 26.9% | 29.7% | 20.7% | 28.0% | 27.7% | 27.9% |
| 1=Very dissatisfied | 23.2% | 14.2% | 15.3% | 17.7% | 15.0% | 20.1% | 18.4% | 19.1% | 19.4% | 16.3% | 17.9% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9d Quality of public transit system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.7% | 4.5% | 5.9% | 8.1% | 3.9% | 5.0% | 7.9% | 8.6% | 6.4% | 6.6% | 6.5% |
| 4=Satisfied | 29.3% | 17.3% | 23.9% | 23.4% | 29.1% | 28.5% | 23.2% | 22.4% | 22.6% | 26.7% | 24.5% |
| 3=Neutral | 25.9% | 28.8% | 30.2% | 30.6% | 25.6% | 31.8% | 32.4% | 32.9% | 30.0% | 31.9% | 30.9% |
| 2=Dissatisfied | 22.4% | 25.6% | 18.0% | 17.3% | 22.0% | 16.9% | 20.7% | 17.3% | 21.1% | 17.9% | 19.6% |
| 1=Very dissatisfied | 20.7% | 23.7% | 22.1% | 20.6% | 19.3% | 17.8% | 15.8% | 18.8% | 20.0% | 17.0% | 18.5% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9e Ease of finding out which trains & buses to take

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.9% | 6.4% | 5.9% | 7.0% | 8.8% | 8.5% | 8.2% | 10.1% | 7.1% | 8.8% | 7.9% |
| 4=Satisfied | 24.1% | 23.7% | 25.1% | 26.6% | 29.6% | 27.4% | 26.1% | 22.2% | 24.1% | 28.1% | 26.0% |
| 3=Neutral | 33.3% | 28.8% | 35.2% | 32.0% | 32.9% | 31.8% | 38.6% | 41.5% | 36.1% | 34.6% | 35.3% |
| 2=Dissatisfied | 16.7% | 26.3% | 16.0% | 20.5% | 16.7% | 18.0% | 17.1% | 12.9% | 19.5% | 15.5% | 17.6% |
| 1=Very dissatisfied | 24.1% | 14.7% | 17.8% | 13.9% | 12.1% | 14.3% | 10.0% | 13.3% | 13.3% | 13.0% | 13.1% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9f Availability of sidewalks for pedestrians

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.3% | 8.6% | 7.8% | 5.0% | 7.5% | 6.3% | 8.8% | 8.9% | 7.6% | 7.8% | 7.7% |
| 4=Satisfied | 32.5% | 36.9% | 40.0% | 37.8% | 41.8% | 36.7% | 38.6% | 32.9% | 38.4% | 37.2% | 37.8% |
| 3=Neutral | 23.8% | 22.7% | 24.1% | 28.4% | 24.1% | 29.3% | 29.7% | 28.1% | 27.6% | 27.7% | 27.6% |
| 2=Dissatisfied | 23.8% | 20.2% | 13.3% | 17.7% | 18.0% | 15.9% | 14.0% | 19.2% | 15.5% | 17.0% | 16.2% |
| 1=Very dissatisfied | 13.8% | 11.6% | 14.8% | 11.0% | 8.5% | 11.9% | 9.0% | 11.0% | 11.0% | 10.4% | 10.7% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9g Miami International Airport services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.7% | 8.4% | 13.2% | 7.1% | 9.6% | 9.1% | 7.9% | 8.8% | 8.9% | 8.4% | 8.7% |
| 4=Satisfied | 39.2% | 45.0% | 44.6% | 40.8% | 44.7% | 42.5% | 38.3% | 40.6% | 38.7% | 44.1% | 41.2% |
| 3=Neutral | 37.8% | 29.8% | 24.0% | 30.1% | 24.5% | 29.6% | 32.6% | 30.7% | 31.0% | 28.8% | 29.9% |
| 2=Dissatisfied | 13.5% | 11.5% | 11.2% | 13.1% | 12.1% | 10.9% | 11.1% | 12.7% | 11.7% | 11.6% | 11.6% |
| 1=Very dissatisfied | 6.8% | 5.2% | 7.0% | 8.9% | 9.2% | 7.9% | 10.2% | 7.1% | 9.7% | 7.1% | 8.5% |

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q9h Miami Seaport services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.5% | 7.0% | 12.6% | 8.0% | 9.9% | 13.1% | 10.3% | 10.1% | 10.3% | 10.6% | 10.5% |
| 4=Satisfied | 40.0% | 45.2% | 42.0% | 41.7% | 43.2% | 38.7% | 41.4% | 39.0% | 39.8% | 42.5% | 41.1% |
| 3=Neutral | 52.5% | 40.9% | 39.7% | 44.2% | 36.6% | 39.8% | 39.9% | 41.7% | 41.7% | 39.1% | 40.4% |
| 2=Dissatisfied | 0.0% | 6.1% | 4.0% | 3.5% | 7.5% | 4.7% | 4.7% | 3.9% | 4.8% | 4.5% | 4.7% |
| 1=Very dissatisfied | 0.0% | 0.9% | 1.7% | 2.5% | 2.8% | 3.7% | 3.8% | 5.3% | 3.4% | 3.2% | 3.3% |

Q10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q10 How frequently do you use mass transit

| | | | | | | | | | | | |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Almost every day | 4.8% | 8.4% | 7.0% | 9.3% | 8.6% | 7.1% | 3.7% | 9.5% | 5.9% | 7.3% | 6.6% |
| 2=1-3 times a week | 1.2% | 4.5% | 4.9% | 3.5% | 4.5% | 3.8% | 3.7% | 4.9% | 3.8% | 4.2% | 4.0% |
| 3=1-3 times a month | 8.3% | 7.9% | 7.7% | 12.2% | 9.9% | 9.6% | 7.7% | 5.8% | 9.4% | 7.6% | 8.5% |
| 4=Less than once a month | 17.9% | 22.8% | 21.6% | 23.7% | 30.3% | 20.4% | 27.1% | 23.9% | 24.8% | 24.2% | 24.6% |
| 5=Never | 66.7% | 55.4% | 53.3% | 46.2% | 43.3% | 54.2% | 51.7% | 48.2% | 49.9% | 52.6% | 51.2% |
| 9=No response | 1.2% | 1.0% | 5.6% | 5.1% | 3.5% | 4.9% | 6.1% | 7.7% | 6.2% | 4.1% | 5.2% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11a Bus routes

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 3.5% | 6.3% | 5.1% | 4.1% | 4.0% | 5.3% | 4.9% | 4.8% | 4.8% | 4.8% |
| 4=Satisfied | 11.9% | 11.9% | 12.2% | 16.3% | 19.4% | 16.1% | 13.6% | 16.0% | 13.9% | 15.8% | 14.8% |
| 3=Neutral | 10.7% | 14.9% | 21.6% | 21.2% | 18.5% | 19.4% | 17.8% | 21.2% | 20.8% | 16.6% | 18.8% |
| 2=Dissatisfied | 9.5% | 18.3% | 12.9% | 10.9% | 9.9% | 9.2% | 7.8% | 12.6% | 10.8% | 9.7% | 10.2% |
| 1=Very dissatisfied | 7.1% | 11.4% | 7.7% | 10.9% | 10.2% | 7.1% | 5.7% | 7.7% | 6.6% | 8.8% | 7.7% |
| 9=Don't know | 58.3% | 40.1% | 39.4% | 35.6% | 37.9% | 44.2% | 49.9% | 37.7% | 43.1% | 44.2% | 43.7% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11b Frequency of bus service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 1.5% | 2.4% | 2.2% | 2.9% | 2.5% | 2.9% | 4.6% | 3.0% | 2.7% | 2.8% |
| 4=Satisfied | 4.8% | 8.9% | 10.1% | 10.6% | 14.6% | 11.9% | 10.6% | 9.2% | 9.1% | 12.6% | 10.8% |
| 3=Neutral | 15.5% | 14.9% | 22.3% | 21.5% | 18.2% | 19.2% | 18.6% | 24.2% | 21.2% | 17.7% | 19.5% |
| 2=Dissatisfied | 11.9% | 18.8% | 15.3% | 16.3% | 15.0% | 12.7% | 10.8% | 13.2% | 14.5% | 12.1% | 13.3% |
| 1=Very dissatisfied | 7.1% | 12.4% | 10.8% | 13.5% | 11.1% | 9.4% | 7.1% | 9.5% | 8.8% | 10.1% | 9.5% |
| 9=Don't know | 57.1% | 43.6% | 39.0% | 35.9% | 38.2% | 44.3% | 50.0% | 39.3% | 43.4% | 44.8% | 44.1% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11c Reliability of bus service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 2.5% | 3.5% | 2.9% | 3.8% | 2.5% | 3.3% | 4.6% | 3.5% | 3.0% | 3.3% |
| 4=Satisfied | 10.7% | 11.4% | 10.8% | 13.1% | 16.9% | 13.0% | 12.9% | 12.6% | 12.5% | 13.4% | 13.0% |
| 3=Neutral | 13.1% | 18.8% | 27.5% | 25.0% | 19.4% | 21.7% | 19.2% | 25.2% | 23.0% | 19.7% | 21.4% |
| 2=Dissatisfied | 7.1% | 11.9% | 10.1% | 13.1% | 10.8% | 9.9% | 8.6% | 10.4% | 10.1% | 9.9% | 10.0% |
| 1=Very dissatisfied | 6.0% | 8.4% | 5.9% | 7.7% | 9.6% | 8.1% | 5.8% | 6.7% | 6.1% | 8.1% | 7.1% |
| 9=Don't know | 59.5% | 47.0% | 42.2% | 38.1% | 39.5% | 44.7% | 50.3% | 40.5% | 44.8% | 45.8% | 45.3% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11d Feeling of safety at the bus stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 3.0% | 4.2% | 2.6% | 4.8% | 3.1% | 2.9% | 4.6% | 4.0% | 2.8% | 3.4% |
| 4=Satisfied | 10.7% | 15.8% | 12.5% | 17.9% | 17.2% | 14.8% | 13.9% | 16.9% | 15.5% | 14.5% | 15.0% |
| 3=Neutral | 16.7% | 21.8% | 27.5% | 26.3% | 25.2% | 23.3% | 21.0% | 27.3% | 25.2% | 21.8% | 23.5% |
| 2=Dissatisfied | 8.3% | 7.9% | 7.3% | 9.0% | 7.3% | 8.3% | 9.3% | 8.0% | 7.8% | 9.1% | 8.4% |
| 1=Very dissatisfied | 2.4% | 6.9% | 6.6% | 5.4% | 6.4% | 5.6% | 4.9% | 5.8% | 4.3% | 6.8% | 5.5% |
| 9=Don't know | 58.3% | 44.6% | 41.8% | 38.8% | 39.2% | 44.8% | 48.0% | 37.4% | 43.2% | 45.0% | 44.1% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11e Cleanliness of buses

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 2.5% | 4.2% | 3.5% | 4.1% | 3.4% | 4.2% | 6.4% | 4.6% | 3.5% | 4.1% |
| 4=Satisfied | 8.3% | 17.3% | 19.9% | 24.4% | 22.0% | 16.3% | 16.5% | 19.3% | 18.1% | 18.4% | 18.2% |
| 3=Neutral | 20.2% | 20.3% | 24.4% | 23.7% | 21.3% | 23.1% | 20.9% | 24.2% | 22.7% | 21.7% | 22.2% |
| 2=Dissatisfied | 6.0% | 6.4% | 7.3% | 5.4% | 7.6% | 7.2% | 6.2% | 7.4% | 6.7% | 6.6% | 6.7% |
| 1=Very dissatisfied | 1.2% | 5.0% | 3.8% | 3.5% | 4.1% | 3.1% | 2.4% | 4.3% | 3.0% | 3.6% | 3.3% |
| 9=Don't know | 60.7% | 48.5% | 40.4% | 39.4% | 40.8% | 46.8% | 49.7% | 38.3% | 44.9% | 46.1% | 45.5% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11f Cleanliness of bus stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 2.5% | 2.8% | 1.6% | 3.5% | 2.7% | 3.3% | 5.2% | 3.5% | 2.8% | 3.1% |
| 4=Satisfied | 9.5% | 18.8% | 19.5% | 22.1% | 20.7% | 14.5% | 14.7% | 16.3% | 16.2% | 17.3% | 16.7% |
| 3=Neutral | 20.2% | 20.8% | 24.0% | 24.4% | 22.0% | 24.8% | 21.7% | 23.9% | 24.6% | 21.0% | 22.9% |
| 2=Dissatisfied | 4.8% | 8.4% | 9.1% | 9.9% | 8.3% | 9.0% | 7.9% | 11.7% | 8.3% | 9.2% | 8.8% |
| 1=Very dissatisfied | 4.8% | 5.4% | 5.9% | 6.1% | 6.1% | 5.2% | 4.7% | 4.9% | 5.0% | 5.5% | 5.2% |
| 9=Don't know | 57.1% | 44.1% | 38.7% | 35.9% | 39.5% | 43.8% | 47.9% | 38.0% | 42.4% | 44.2% | 43.3% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11g Courtesy of bus drivers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 3.5% | 5.2% | 5.1% | 7.6% | 6.0% | 5.6% | 8.0% | 6.7% | 5.0% | 5.8% |
| 4=Satisfied | 8.3% | 19.8% | 20.9% | 21.5% | 20.1% | 15.4% | 17.4% | 16.9% | 16.7% | 19.1% | 17.9% |
| 3=Neutral | 20.2% | 20.8% | 24.0% | 24.0% | 22.6% | 21.0% | 20.1% | 24.5% | 23.0% | 20.4% | 21.8% |
| 2=Dissatisfied | 3.6% | 2.5% | 3.8% | 5.1% | 5.4% | 6.3% | 3.9% | 8.0% | 5.1% | 4.7% | 4.9% |
| 1=Very dissatisfied | 1.2% | 5.0% | 5.6% | 2.6% | 5.1% | 4.0% | 3.3% | 2.8% | 3.6% | 3.9% | 3.7% |
| 9=Don't know | 63.1% | 48.5% | 40.4% | 41.7% | 39.2% | 47.4% | 49.7% | 39.9% | 44.9% | 46.9% | 45.9% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11h Frequency of train service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.8% | 6.4% | 6.6% | 6.7% | 7.6% | 6.5% | 6.4% | 7.7% | 6.4% | 7.0% | 6.7% |
| 4=Satisfied | 7.1% | 27.7% | 21.3% | 23.1% | 24.5% | 22.6% | 24.3% | 20.2% | 22.4% | 23.6% | 23.0% |
| 3=Neutral | 15.5% | 10.4% | 15.7% | 20.8% | 17.5% | 21.9% | 19.4% | 22.4% | 21.2% | 16.9% | 19.1% |
| 2=Dissatisfied | 3.6% | 3.0% | 6.3% | 2.9% | 5.4% | 4.5% | 2.8% | 4.9% | 4.0% | 3.9% | 3.9% |
| 1=Very dissatisfied | 2.4% | 3.5% | 4.2% | 3.5% | 1.6% | 2.4% | 1.9% | 2.8% | 2.3% | 2.7% | 2.5% |
| 9=Don't know | 66.7% | 49.0% | 46.0% | 42.9% | 43.3% | 42.1% | 45.2% | 42.0% | 43.8% | 45.9% | 44.8% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11i Reliability of train service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.8% | 6.4% | 7.3% | 6.4% | 8.3% | 7.2% | 6.4% | 7.4% | 6.6% | 7.2% | 6.9% |
| 4=Satisfied | 7.1% | 27.2% | 22.0% | 23.7% | 26.1% | 23.3% | 26.4% | 22.1% | 24.6% | 23.9% | 24.2% |
| 3=Neutral | 14.3% | 11.4% | 17.4% | 21.5% | 16.9% | 21.5% | 17.9% | 22.7% | 20.3% | 17.1% | 18.7% |
| 2=Dissatisfied | 2.4% | 3.0% | 4.5% | 3.2% | 2.5% | 3.4% | 2.1% | 4.9% | 2.8% | 3.3% | 3.0% |
| 1=Very dissatisfied | 2.4% | 2.5% | 3.5% | 1.9% | 1.6% | 2.2% | 1.9% | 1.8% | 1.9% | 2.4% | 2.1% |
| 9=Don't know | 69.0% | 49.5% | 45.3% | 43.3% | 44.6% | 42.3% | 45.3% | 41.1% | 43.9% | 46.1% | 45.0% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11j Feeling of safety at the train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 6.6% | 4.2% | 6.1% | 5.4% | 5.0% | 6.7% | 5.6% | 5.0% | 5.3% |
| 4=Satisfied | 9.5% | 19.3% | 16.4% | 18.6% | 20.4% | 18.1% | 19.4% | 19.9% | 20.1% | 17.2% | 18.7% |
| 3=Neutral | 13.1% | 16.3% | 21.3% | 22.4% | 17.8% | 23.1% | 18.8% | 21.2% | 20.9% | 19.0% | 20.0% |
| 2=Dissatisfied | 3.6% | 6.4% | 6.3% | 8.0% | 8.9% | 7.8% | 9.5% | 7.7% | 7.2% | 9.2% | 8.2% |
| 1=Very dissatisfied | 1.2% | 4.5% | 4.5% | 4.5% | 2.9% | 3.6% | 3.4% | 3.7% | 2.8% | 4.5% | 3.6% |
| 9=Don't know | 70.2% | 49.0% | 44.9% | 42.3% | 43.9% | 42.0% | 43.9% | 40.8% | 43.4% | 45.0% | 44.2% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11k Cleanliness of trains

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.8% | 3.5% | 4.9% | 2.9% | 4.5% | 5.8% | 4.7% | 5.8% | 5.0% | 4.5% | 4.7% |
| 4=Satisfied | 2.4% | 18.3% | 18.5% | 21.8% | 22.3% | 15.7% | 20.6% | 20.2% | 20.5% | 17.7% | 19.2% |
| 3=Neutral | 17.9% | 17.8% | 22.0% | 22.4% | 18.5% | 24.2% | 21.3% | 23.0% | 22.0% | 21.1% | 21.6% |
| 2=Dissatisfied | 2.4% | 6.4% | 7.3% | 7.1% | 7.6% | 8.7% | 6.5% | 6.7% | 6.7% | 7.4% | 7.1% |
| 1=Very dissatisfied | 2.4% | 4.5% | 3.5% | 2.6% | 3.2% | 3.4% | 2.7% | 3.1% | 2.3% | 3.9% | 3.1% |
| 9=Don't know | 70.2% | 49.5% | 43.9% | 43.3% | 43.9% | 42.1% | 44.2% | 41.1% | 43.4% | 45.4% | 44.4% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11I Cleanliness of train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.8% | 5.9% | 5.6% | 3.2% | 5.1% | 6.0% | 5.2% | 6.4% | 5.8% | 4.8% | 5.3% |
| 4=Satisfied | 8.3% | 19.3% | 16.7% | 21.2% | 22.9% | 17.7% | 22.4% | 20.2% | 20.1% | 20.3% | 20.2% |
| 3=Neutral | 14.3% | 16.8% | 24.4% | 24.4% | 19.1% | 25.0% | 20.7% | 23.9% | 22.9% | 20.9% | 21.9% |
| 2=Dissatisfied | 1.2% | 5.4% | 5.6% | 5.8% | 6.4% | 7.1% | 5.0% | 4.9% | 5.1% | 6.0% | 5.5% |
| 1=Very dissatisfied | 1.2% | 3.5% | 3.1% | 2.6% | 3.2% | 2.9% | 2.3% | 4.0% | 2.8% | 2.9% | 2.8% |
| 9=Don't know | 70.2% | 49.0% | 44.6% | 42.9% | 43.3% | 41.4% | 44.4% | 40.5% | 43.3% | 45.2% | 44.2% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11m Ease of access to train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 5.4% | 5.6% | 3.5% | 4.5% | 6.5% | 5.7% | 8.0% | 5.9% | 5.4% | 5.7% |
| 4=Satisfied | 7.1% | 22.8% | 18.5% | 23.1% | 22.9% | 16.5% | 21.0% | 18.7% | 20.2% | 19.6% | 19.9% |
| 3=Neutral | 13.1% | 13.9% | 20.2% | 20.2% | 19.4% | 21.9% | 19.3% | 21.5% | 20.4% | 18.8% | 19.6% |
| 2=Dissatisfied | 4.8% | 5.4% | 6.3% | 4.5% | 5.7% | 8.5% | 6.4% | 6.7% | 6.5% | 6.3% | 6.4% |
| 1=Very dissatisfied | 2.4% | 5.9% | 4.9% | 6.1% | 3.5% | 5.1% | 3.9% | 4.9% | 4.0% | 5.2% | 4.6% |
| 9=Don't know | 69.0% | 46.5% | 44.6% | 42.6% | 43.9% | 41.6% | 43.7% | 40.2% | 42.9% | 44.8% | 43.8% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11a Bus routes

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 5.7% | 5.8% | 10.3% | 8.0% | 6.7% | 7.1% | 10.6% | 7.9% | 8.5% | 8.6% | 8.5% |
| 4=Satisfied | 28.6% | 19.8% | 20.1% | 25.4% | 31.3% | 28.9% | 27.1% | 25.6% | 24.4% | 28.4% | 26.3% |
| 3=Neutral | 25.7% | 24.8% | 35.6% | 32.8% | 29.7% | 34.7% | 35.4% | 34.0% | 36.6% | 29.8% | 33.3% |
| 2=Dissatisfied | 22.9% | 30.6% | 21.3% | 16.9% | 15.9% | 16.6% | 15.5% | 20.2% | 18.9% | 17.4% | 18.2% |
| 1=Very dissatisfied | 17.1% | 19.0% | 12.6% | 16.9% | 16.4% | 12.7% | 11.4% | 12.3% | 11.6% | 15.8% | 13.6% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q11b Frequency of bus service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 2.6% | 4.0% | 3.5% | 4.6% | 4.5% | 5.8% | 7.6% | 5.2% | 4.9% | 5.1% |
| 4=Satisfied | 11.1% | 15.8% | 16.6% | 16.5% | 23.7% | 21.4% | 21.1% | 15.2% | 16.0% | 22.7% | 19.3% |
| 3=Neutral | 36.1% | 26.3% | 36.6% | 33.5% | 29.4% | 34.4% | 37.2% | 39.9% | 37.6% | 32.1% | 34.9% |
| 2=Dissatisfied | 27.8% | 33.3% | 25.1% | 25.5% | 24.2% | 22.7% | 21.7% | 21.7% | 25.5% | 21.9% | 23.8% |
| 1=Very dissatisfied | 16.7% | 21.9% | 17.7% | 21.0% | 18.0% | 16.9% | 14.2% | 15.7% | 15.6% | 18.4% | 16.9% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11c Reliability of bus service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.8% | 4.7% | 6.0% | 4.7% | 6.3% | 4.6% | 6.6% | 7.7% | 6.4% | 5.6% | 6.0% |
| 4=Satisfied | 26.5% | 21.5% | 18.7% | 21.2% | 27.9% | 23.5% | 25.9% | 21.1% | 22.7% | 24.8% | 23.7% |
| 3=Neutral | 32.4% | 35.5% | 47.6% | 40.4% | 32.1% | 39.2% | 38.5% | 42.3% | 41.7% | 36.4% | 39.1% |
| 2=Dissatisfied | 17.6% | 22.4% | 17.5% | 21.2% | 17.9% | 18.0% | 17.3% | 17.5% | 18.2% | 18.4% | 18.3% |
| 1=Very dissatisfied | 14.7% | 15.9% | 10.2% | 12.4% | 15.8% | 14.7% | 11.7% | 11.3% | 11.0% | 15.0% | 12.9% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11d Feeling of safety at the bus stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.6% | 5.4% | 7.2% | 4.2% | 7.9% | 5.6% | 5.6% | 7.4% | 7.0% | 5.1% | 6.1% |
| 4=Satisfied | 25.7% | 28.6% | 21.6% | 29.3% | 28.3% | 26.9% | 26.8% | 27.0% | 27.3% | 26.4% | 26.9% |
| 3=Neutral | 40.0% | 39.3% | 47.3% | 42.9% | 41.4% | 42.3% | 40.5% | 43.6% | 44.4% | 39.6% | 42.1% |
| 2=Dissatisfied | 20.0% | 14.3% | 12.6% | 14.7% | 12.0% | 15.1% | 17.8% | 12.7% | 13.7% | 16.5% | 15.1% |
| 1=Very dissatisfied | 5.7% | 12.5% | 11.4% | 8.9% | 10.5% | 10.2% | 9.4% | 9.3% | 7.6% | 12.4% | 9.9% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11e Cleanliness of buses

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.1% | 4.8% | 7.0% | 5.8% | 7.0% | 6.5% | 8.4% | 10.4% | 8.4% | 6.6% | 7.5% |
| 4=Satisfied | 21.2% | 33.7% | 33.3% | 40.2% | 37.1% | 30.6% | 32.9% | 31.3% | 32.8% | 34.1% | 33.4% |
| 3=Neutral | 51.5% | 39.4% | 40.9% | 39.2% | 36.0% | 43.5% | 41.6% | 39.3% | 41.3% | 40.3% | 40.8% |
| 2=Dissatisfied | 15.2% | 12.5% | 12.3% | 9.0% | 12.9% | 13.6% | 12.3% | 11.9% | 12.1% | 12.3% | 12.2% |
| 1=Very dissatisfied | 3.0% | 9.6% | 6.4% | 5.8% | 7.0% | 5.8% | 4.8% | 7.0% | 5.4% | 6.7% | 6.0% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q11f Cleanliness of bus stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 4.4% | 4.5% | 2.5% | 5.8% | 4.8% | 6.3% | 8.4% | 6.0% | 5.0% | 5.5% |
| 4=Satisfied | 22.2% | 33.6% | 31.8% | 34.5% | 34.2% | 25.7% | 28.1% | 26.2% | 28.1% | 31.0% | 29.5% |
| 3=Neutral | 47.2% | 37.2% | 39.2% | 38.0% | 36.3% | 44.1% | 41.6% | 38.6% | 42.8% | 37.7% | 40.3% |
| 2=Dissatisfied | 11.1% | 15.0% | 14.8% | 15.5% | 13.7% | 16.1% | 15.1% | 18.8% | 14.5% | 16.4% | 15.5% |
| 1=Very dissatisfied | 11.1% | 9.7% | 9.7% | 9.5% | 10.0% | 9.3% | 9.0% | 7.9% | 8.7% | 9.9% | 9.2% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11g Courtesy of bus drivers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.7% | 6.7% | 8.8% | 8.8% | 12.6% | 11.3% | 11.2% | 13.3% | 12.1% | 9.4% | 10.8% |
| 4=Satisfied | 22.6% | 38.5% | 35.1% | 36.8% | 33.0% | 29.2% | 34.6% | 28.1% | 30.3% | 36.0% | 33.0% |
| 3=Neutral | 54.8% | 40.4% | 40.4% | 41.2% | 37.2% | 39.9% | 40.0% | 40.8% | 41.8% | 38.5% | 40.2% |
| 2=Dissatisfied | 9.7% | 4.8% | 6.4% | 8.8% | 8.9% | 12.0% | 7.8% | 13.3% | 9.3% | 8.9% | 9.1% |
| 1=Very dissatisfied | 3.2% | 9.6% | 9.4% | 4.4% | 8.4% | 7.6% | 6.5% | 4.6% | 6.5% | 7.3% | 6.9% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11h Frequency of train service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.3% | 12.6% | 12.3% | 11.8% | 13.5% | 11.3% | 11.6% | 13.2% | 11.3% | 12.9% | 12.1% |
| 4=Satisfied | 21.4% | 54.4% | 39.4% | 40.4% | 43.3% | 39.1% | 44.4% | 34.9% | 39.8% | 43.7% | 41.6% |
| 3=Neutral | 46.4% | 20.4% | 29.0% | 36.5% | 30.9% | 37.8% | 35.5% | 38.6% | 37.7% | 31.2% | 34.6% |
| 2=Dissatisfied | 10.7% | 5.8% | 11.6% | 5.1% | 9.6% | 7.8% | 5.1% | 8.5% | 7.1% | 7.1% | 7.1% |
| 1=Very dissatisfied | 7.1% | 6.8% | 7.7% | 6.2% | 2.8% | 4.1% | 3.4% | 4.8% | 4.1% | 5.1% | 4.5% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11i Reliability of train service

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 15.4% | 12.7% | 13.4% | 11.3% | 14.9% | 12.5% | 11.8% | 12.5% | 11.8% | 13.3% | 12.5% |
| 4=Satisfied | 23.1% | 53.9% | 40.1% | 41.8% | 47.1% | 40.4% | 48.2% | 37.5% | 43.8% | 44.3% | 44.1% |
| 3=Neutral | 46.2% | 22.5% | 31.8% | 37.9% | 30.5% | 37.3% | 32.8% | 38.5% | 36.1% | 31.8% | 34.1% |
| 2=Dissatisfied | 7.7% | 5.9% | 8.3% | 5.6% | 4.6% | 6.0% | 3.8% | 8.3% | 5.0% | 6.2% | 5.5% |
| 1=Very dissatisfied | 7.7% | 4.9% | 6.4% | 3.4% | 2.9% | 3.8% | 3.4% | 3.1% | 3.3% | 4.4% | 3.8% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11j Feeling of safety at the train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.0% | 8.7% | 12.0% | 7.2% | 10.8% | 9.3% | 8.8% | 11.4% | 9.9% | 9.0% | 9.5% |
| 4=Satisfied | 32.0% | 37.9% | 29.7% | 32.2% | 36.4% | 31.2% | 34.7% | 33.7% | 35.6% | 31.3% | 33.5% |
| 3=Neutral | 44.0% | 32.0% | 38.6% | 38.9% | 31.8% | 39.9% | 33.5% | 35.8% | 36.9% | 34.6% | 35.8% |
| 2=Dissatisfied | 12.0% | 12.6% | 11.4% | 13.9% | 15.9% | 13.4% | 17.0% | 13.0% | 12.7% | 16.8% | 14.6% |
| 1=Very dissatisfied | 4.0% | 8.7% | 8.2% | 7.8% | 5.1% | 6.2% | 6.0% | 6.2% | 4.9% | 8.2% | 6.5% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11k Cleanliness of trains

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 16.0% | 6.9% | 8.7% | 5.1% | 8.0% | 10.0% | 8.4% | 9.9% | 8.8% | 8.2% | 8.5% |
| 4=Satisfied | 8.0% | 36.3% | 32.9% | 38.4% | 39.8% | 27.2% | 36.9% | 34.4% | 36.2% | 32.5% | 34.5% |
| 3=Neutral | 60.0% | 35.3% | 39.1% | 39.5% | 33.0% | 41.9% | 38.2% | 39.1% | 38.9% | 38.7% | 38.8% |
| 2=Dissatisfied | 8.0% | 12.7% | 13.0% | 12.4% | 13.6% | 15.0% | 11.7% | 11.5% | 11.9% | 13.5% | 12.7% |
| 1=Very dissatisfied | 8.0% | 8.8% | 6.2% | 4.5% | 5.7% | 5.9% | 4.9% | 5.2% | 4.1% | 7.1% | 5.5% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11I Cleanliness of train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 16.0% | 11.7% | 10.1% | 5.6% | 9.0% | 10.2% | 9.4% | 10.8% | 10.2% | 8.8% | 9.6% |
| 4=Satisfied | 28.0% | 37.9% | 30.2% | 37.1% | 40.4% | 30.2% | 40.3% | 34.0% | 35.5% | 37.0% | 36.2% |
| 3=Neutral | 48.0% | 33.0% | 44.0% | 42.7% | 33.7% | 42.6% | 37.1% | 40.2% | 40.3% | 38.1% | 39.2% |
| 2=Dissatisfied | 4.0% | 10.7% | 10.1% | 10.1% | 11.2% | 12.0% | 8.9% | 8.2% | 9.0% | 10.9% | 9.9% |
| 1=Very dissatisfied | 4.0% | 6.8% | 5.7% | 4.5% | 5.6% | 4.9% | 4.2% | 6.7% | 4.9% | 5.3% | 5.1% |

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q11m Ease of access to train stops

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.5% | 10.2% | 10.1% | 6.1% | 8.0% | 11.1% | 10.1% | 13.3% | 10.3% | 9.8% | 10.1% |
| 4=Satisfied | 23.1% | 42.6% | 33.3% | 40.2% | 40.9% | 28.2% | 37.4% | 31.3% | 35.4% | 35.4% | 35.4% |
| 3=Neutral | 42.3% | 25.9% | 36.5% | 35.2% | 34.7% | 37.5% | 34.2% | 35.9% | 35.8% | 34.0% | 35.0% |
| 2=Dissatisfied | 15.4% | 10.2% | 11.3% | 7.8% | 10.2% | 14.6% | 11.3% | 11.3% | 11.5% | 11.4% | 11.4% |
| 1=Very dissatisfied | 7.7% | 11.1% | 8.8% | 10.6% | 6.3% | 8.7% | 7.0% | 8.2% | 7.0% | 9.4% | 8.1% |

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--------------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q12 Mass transit services</u> | | | | | | | | | | | |
| A=Bus routes | 15.5% | 26.7% | 23.7% | 17.6% | 17.5% | 15.6% | 14.2% | 16.9% | 17.7% | 16.4% | 17.1% |
| B=Frequency of bus service | 16.7% | 30.7% | 22.6% | 23.7% | 23.2% | 18.1% | 17.2% | 14.4% | 19.8% | 19.6% | 19.7% |
| C=Reliability of bus service | 4.8% | 6.9% | 7.0% | 9.6% | 9.2% | 8.9% | 7.9% | 6.4% | 6.9% | 9.2% | 8.0% |
| D=Feeling of safety at the bus stops | 4.8% | 8.4% | 5.9% | 9.6% | 8.9% | 7.6% | 8.8% | 7.7% | 7.2% | 9.2% | 8.2% |
| E=Cleanliness of buses | 2.4% | 3.5% | 2.8% | 3.5% | 2.9% | 2.9% | 1.9% | 2.8% | 2.8% | 2.4% | 2.6% |
| F=Cleanliness of bus stops | 2.4% | 4.0% | 2.8% | 4.2% | 3.2% | 2.4% | 2.1% | 2.8% | 2.9% | 2.6% | 2.7% |
| G=Courtesy of bus drivers | 2.4% | 4.0% | 2.8% | 4.2% | 4.5% | 3.4% | 3.4% | 1.8% | 3.3% | 3.5% | 3.4% |
| H=Frequency of train service | 7.1% | 7.4% | 8.7% | 4.5% | 7.6% | 6.3% | 7.7% | 9.2% | 7.8% | 6.9% | 7.3% |

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q12 Mass transit services (Cont.)</u> | | | | | | | | | | | |
| I=Reliability of train service | 2.4% | 3.0% | 4.5% | 2.9% | 4.1% | 2.7% | 2.1% | 3.7% | 3.4% | 2.5% | 3.0% |
| J=Feeling of safety at the train stops | 6.0% | 6.4% | 5.9% | 6.7% | 6.4% | 11.0% | 10.7% | 8.3% | 8.3% | 9.4% | 8.8% |
| K=Cleanliness of trains | 1.2% | 3.0% | 4.5% | 4.8% | 4.1% | 5.6% | 5.1% | 2.8% | 3.8% | 5.3% | 4.5% |
| L=Cleanliness of train stops | 0.0% | 0.5% | 2.8% | 2.6% | 2.2% | 2.2% | 2.6% | 2.5% | 2.2% | 2.4% | 2.3% |
| M=Ease of access to train stops | 10.7% | 9.4% | 5.9% | 4.5% | 8.0% | 7.8% | 8.0% | 5.5% | 7.3% | 7.4% | 7.3% |
| Z=No response | 59.5% | 41.1% | 46.7% | 49.4% | 45.9% | 51.4% | 51.3% | 56.1% | 51.1% | 49.3% | 50.2% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13a Availability of services to seniors

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.0% | 7.3% | 8.3% | 4.8% | 4.3% | 6.7% | 8.9% | 5.6% | 6.9% | 6.3% |
| 4=Satisfied | 6.0% | 19.8% | 15.7% | 22.4% | 24.2% | 22.8% | 19.8% | 19.6% | 20.2% | 20.4% | 20.3% |
| 3=Neutral | 8.3% | 19.3% | 22.0% | 22.1% | 19.4% | 23.1% | 21.7% | 28.5% | 24.2% | 19.7% | 22.0% |
| 2=Dissatisfied | 7.1% | 5.9% | 5.9% | 9.0% | 10.2% | 9.9% | 12.2% | 8.9% | 8.5% | 11.1% | 9.8% |
| 1=Very dissatisfied | 0.0% | 4.0% | 3.5% | 2.9% | 2.9% | 4.9% | 4.8% | 4.6% | 3.3% | 5.0% | 4.1% |
| 9=Don't know | 76.2% | 47.0% | 45.6% | 35.3% | 38.5% | 34.9% | 34.8% | 29.4% | 38.2% | 36.9% | 37.6% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13b Availability of services to children

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.0% | 6.6% | 7.4% | 5.7% | 6.0% | 5.3% | 7.7% | 5.3% | 6.5% | 5.9% |
| 4=Satisfied | 7.1% | 21.3% | 19.9% | 23.4% | 25.8% | 21.7% | 18.0% | 19.6% | 20.0% | 20.5% | 20.2% |
| 3=Neutral | 11.9% | 20.3% | 23.0% | 22.8% | 20.4% | 26.9% | 24.9% | 27.9% | 25.0% | 23.2% | 24.1% |
| 2=Dissatisfied | 7.1% | 10.4% | 9.1% | 9.9% | 9.2% | 8.5% | 9.4% | 7.4% | 7.9% | 10.3% | 9.1% |
| 1=Very dissatisfied | 0.0% | 5.0% | 5.6% | 5.4% | 4.5% | 4.2% | 5.0% | 3.7% | 3.9% | 5.4% | 4.6% |
| 9=Don't know | 71.4% | 39.1% | 35.9% | 31.1% | 34.4% | 32.7% | 37.4% | 33.7% | 37.9% | 34.2% | 36.1% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13c Availability of services for persons with disabilities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 6.4% | 7.3% | 9.0% | 6.1% | 6.7% | 6.9% | 10.1% | 6.8% | 7.7% | 7.2% |
| 4=Satisfied | 8.3% | 17.8% | 18.5% | 21.2% | 20.4% | 23.1% | 19.0% | 20.6% | 20.2% | 19.4% | 19.8% |
| 3=Neutral | 10.7% | 19.8% | 22.0% | 21.5% | 20.7% | 22.2% | 23.1% | 23.3% | 23.5% | 20.2% | 21.9% |
| 2=Dissatisfied | 3.6% | 5.9% | 3.5% | 6.4% | 8.3% | 6.7% | 9.5% | 8.3% | 6.4% | 8.7% | 7.5% |
| 1=Very dissatisfied | 0.0% | 3.5% | 3.1% | 3.2% | 4.5% | 4.7% | 5.2% | 4.3% | 3.7% | 5.0% | 4.3% |
| 9=Don't know | 75.0% | 46.5% | 45.6% | 38.8% | 40.1% | 36.5% | 36.3% | 33.4% | 39.3% | 39.0% | 39.2% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13d Availability of services to people on a low or fixed income

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 3.0% | 6.3% | 5.4% | 2.5% | 4.0% | 4.2% | 7.4% | 3.9% | 5.2% | 4.5% |
| 4=Satisfied | 3.6% | 14.9% | 13.2% | 17.0% | 17.8% | 16.5% | 14.4% | 14.1% | 14.4% | 15.6% | 15.0% |
| 3=Neutral | 11.9% | 17.8% | 25.4% | 21.5% | 21.3% | 22.4% | 24.1% | 22.1% | 24.6% | 20.2% | 22.5% |
| 2=Dissatisfied | 6.0% | 16.8% | 10.8% | 13.5% | 14.6% | 14.1% | 13.8% | 15.6% | 12.1% | 15.6% | 13.8% |
| 1=Very dissatisfied | 2.4% | 8.4% | 5.9% | 9.0% | 8.9% | 9.4% | 8.7% | 6.4% | 7.0% | 9.5% | 8.2% |
| 9=Don't know | 73.8% | 39.1% | 38.3% | 33.7% | 34.7% | 33.6% | 34.8% | 34.4% | 38.0% | 34.0% | 36.1% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|--|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | | Male 1 | Female 2 | |

Q13e Availability of affordable housing

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 2.5% | 3.5% | 2.6% | 2.5% | 2.5% | 2.5% | 5.5% | 2.5% | 3.4% | 3.0% |
| 4=Satisfied | 1.2% | 10.9% | 10.8% | 11.9% | 11.1% | 9.2% | 7.7% | 10.7% | 7.8% | 11.0% | 9.3% |
| 3=Neutral | 11.9% | 15.8% | 20.6% | 20.2% | 19.4% | 22.1% | 20.1% | 19.9% | 22.4% | 17.3% | 19.9% |
| 2=Dissatisfied | 20.2% | 22.8% | 17.8% | 19.9% | 15.9% | 20.3% | 21.5% | 21.5% | 19.3% | 21.3% | 20.3% |
| 1=Very dissatisfied | 13.1% | 19.8% | 19.5% | 17.3% | 22.9% | 21.3% | 18.5% | 14.1% | 16.8% | 21.1% | 18.9% |
| 9=Don't know | 50.0% | 28.2% | 27.9% | 28.2% | 28.0% | 24.6% | 29.7% | 28.2% | 31.2% | 25.9% | 28.6% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13f Overall quality of Health and Human Services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 4.9% | 4.5% | 3.5% | 3.4% | 4.0% | 4.6% | 3.6% | 4.5% | 4.0% |
| 4=Satisfied | 9.5% | 16.8% | 17.8% | 17.0% | 19.1% | 17.2% | 15.9% | 19.3% | 16.4% | 17.5% | 17.0% |
| 3=Neutral | 25.0% | 25.7% | 26.1% | 30.1% | 26.8% | 29.1% | 27.9% | 25.2% | 28.2% | 27.0% | 27.6% |
| 2=Dissatisfied | 8.3% | 13.9% | 11.5% | 11.9% | 15.6% | 15.0% | 13.7% | 14.4% | 13.2% | 14.2% | 13.7% |
| 1=Very dissatisfied | 3.6% | 9.9% | 8.0% | 8.3% | 7.0% | 7.8% | 7.5% | 9.2% | 6.6% | 9.2% | 7.8% |
| 9=Don't know | 51.2% | 29.2% | 31.7% | 28.2% | 28.0% | 27.5% | 30.9% | 27.3% | 32.1% | 27.6% | 29.9% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13g Ease of finding information regarding Health & Human Services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 5.9% | 4.5% | 4.1% | 4.0% | 3.8% | 4.9% | 4.0% | 4.6% | 4.3% |
| 4=Satisfied | 8.3% | 19.8% | 13.2% | 17.6% | 20.7% | 18.3% | 16.8% | 18.4% | 16.1% | 18.7% | 17.3% |
| 3=Neutral | 19.0% | 20.8% | 30.7% | 23.7% | 22.3% | 26.8% | 27.8% | 27.0% | 27.3% | 24.9% | 26.1% |
| 2=Dissatisfied | 11.9% | 15.3% | 13.9% | 14.4% | 15.6% | 14.6% | 12.5% | 14.4% | 14.1% | 13.6% | 13.9% |
| 1=Very dissatisfied | 2.4% | 13.4% | 8.0% | 9.9% | 8.9% | 9.9% | 8.7% | 8.9% | 7.3% | 11.1% | 9.1% |
| 9=Don't know | 56.0% | 26.2% | 28.2% | 29.8% | 28.3% | 26.4% | 30.4% | 26.4% | 31.3% | 27.0% | 29.2% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13a Availability of services to seniors

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.0% | 7.5% | 13.5% | 12.9% | 7.8% | 6.7% | 10.3% | 12.6% | 9.1% | 11.0% | 10.0% |
| 4=Satisfied | 25.0% | 37.4% | 28.8% | 34.7% | 39.4% | 35.0% | 30.4% | 27.8% | 32.7% | 32.3% | 32.5% |
| 3=Neutral | 35.0% | 36.4% | 40.4% | 34.2% | 31.6% | 35.6% | 33.3% | 40.4% | 39.1% | 31.2% | 35.2% |
| 2=Dissatisfied | 30.0% | 11.2% | 10.9% | 13.9% | 16.6% | 15.3% | 18.7% | 12.6% | 13.8% | 17.6% | 15.7% |
| 1=Very dissatisfied | 0.0% | 7.5% | 6.4% | 4.5% | 4.7% | 7.5% | 7.3% | 6.5% | 5.3% | 7.9% | 6.6% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13b Availability of services to children

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 6.5% | 10.3% | 10.7% | 8.7% | 8.9% | 8.5% | 11.6% | 8.6% | 9.9% | 9.2% |
| 4=Satisfied | 25.0% | 35.0% | 31.0% | 34.0% | 39.3% | 32.3% | 28.8% | 29.6% | 32.2% | 31.1% | 31.7% |
| 3=Neutral | 41.7% | 33.3% | 35.9% | 33.0% | 31.1% | 40.1% | 39.7% | 42.1% | 40.2% | 35.2% | 37.7% |
| 2=Dissatisfied | 25.0% | 17.1% | 14.1% | 14.4% | 14.1% | 12.6% | 15.1% | 11.1% | 12.7% | 15.6% | 14.2% |
| 1=Very dissatisfied | 0.0% | 8.1% | 8.7% | 7.9% | 6.8% | 6.2% | 7.9% | 5.6% | 6.3% | 8.2% | 7.2% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q13c Availability of services for persons with disabilities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 12.0% | 13.5% | 14.7% | 10.1% | 10.5% | 10.9% | 15.2% | 11.2% | 12.6% | 11.9% |
| 4=Satisfied | 33.3% | 33.3% | 34.0% | 34.6% | 34.0% | 36.5% | 29.8% | 30.9% | 33.3% | 31.9% | 32.6% |
| 3=Neutral | 42.9% | 37.0% | 40.4% | 35.1% | 34.6% | 35.0% | 36.2% | 35.0% | 38.8% | 33.2% | 36.1% |
| 2=Dissatisfied | 14.3% | 11.1% | 6.4% | 10.5% | 13.8% | 10.5% | 15.0% | 12.4% | 10.6% | 14.3% | 12.4% |
| 1=Very dissatisfied | 0.0% | 6.5% | 5.8% | 5.2% | 7.4% | 7.4% | 8.2% | 6.5% | 6.1% | 8.2% | 7.1% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13d Availability of services to people on a low or fixed income

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.1% | 4.9% | 10.2% | 8.2% | 3.9% | 6.0% | 6.4% | 11.2% | 6.3% | 7.8% | 7.1% |
| 4=Satisfied | 13.6% | 24.4% | 21.5% | 25.6% | 27.3% | 24.8% | 22.1% | 21.5% | 23.2% | 23.6% | 23.4% |
| 3=Neutral | 45.5% | 29.3% | 41.2% | 32.4% | 32.7% | 33.8% | 37.0% | 33.6% | 39.7% | 30.6% | 35.1% |
| 2=Dissatisfied | 22.7% | 27.6% | 17.5% | 20.3% | 22.4% | 21.3% | 21.2% | 23.8% | 19.5% | 23.6% | 21.6% |
| 1=Very dissatisfied | 9.1% | 13.8% | 9.6% | 13.5% | 13.7% | 14.2% | 13.3% | 9.8% | 11.3% | 14.4% | 12.8% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13e Availability of affordable housing

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 3.4% | 4.8% | 3.6% | 3.5% | 3.4% | 3.6% | 7.7% | 3.7% | 4.6% | 4.1% |
| 4=Satisfied | 2.4% | 15.2% | 15.0% | 16.5% | 15.5% | 12.2% | 10.9% | 15.0% | 11.3% | 14.8% | 13.1% |
| 3=Neutral | 23.8% | 22.1% | 28.5% | 28.1% | 27.0% | 29.3% | 28.6% | 27.8% | 32.6% | 23.3% | 27.9% |
| 2=Dissatisfied | 40.5% | 31.7% | 24.6% | 27.7% | 22.1% | 26.9% | 30.6% | 29.9% | 28.0% | 28.7% | 28.4% |
| 1=Very dissatisfied | 26.2% | 27.6% | 27.1% | 24.1% | 31.9% | 28.3% | 26.3% | 19.7% | 24.4% | 28.5% | 26.5% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13f Overall quality of Health and Human Services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.9% | 6.3% | 7.1% | 6.3% | 4.9% | 4.7% | 5.8% | 6.3% | 5.3% | 6.2% | 5.8% |
| 4=Satisfied | 19.5% | 23.8% | 26.0% | 23.7% | 26.5% | 23.7% | 23.0% | 26.6% | 24.2% | 24.2% | 24.2% |
| 3=Neutral | 51.2% | 36.4% | 38.3% | 42.0% | 37.2% | 40.1% | 40.5% | 34.6% | 41.5% | 37.3% | 39.3% |
| 2=Dissatisfied | 17.1% | 19.6% | 16.8% | 16.5% | 21.7% | 20.7% | 19.9% | 19.8% | 19.4% | 19.6% | 19.5% |
| 1=Very dissatisfied | 7.3% | 14.0% | 11.7% | 11.6% | 9.7% | 10.7% | 10.8% | 12.7% | 9.7% | 12.7% | 11.2% |

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q13g Ease of finding information regarding Health & Human Services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 5.4% | 6.0% | 8.3% | 6.4% | 5.8% | 5.4% | 5.5% | 6.7% | 5.8% | 6.3% | 6.0% |
| 4=Satisfied | 18.9% | 26.8% | 18.4% | 25.1% | 28.9% | 24.8% | 24.2% | 25.0% | 23.4% | 25.7% | 24.5% |
| 3=Neutral | 43.2% | 28.2% | 42.7% | 33.8% | 31.1% | 36.4% | 39.9% | 36.7% | 39.7% | 34.2% | 36.9% |
| 2=Dissatisfied | 27.0% | 20.8% | 19.4% | 20.5% | 21.8% | 19.9% | 18.0% | 19.6% | 20.5% | 18.7% | 19.6% |
| 1=Very dissatisfied | 5.4% | 18.1% | 11.2% | 14.2% | 12.4% | 13.5% | 12.5% | 12.1% | 10.6% | 15.2% | 12.9% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14a The availability of information about County programs & services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 5.4% | 7.0% | 3.5% | 4.5% | 4.2% | 5.1% | 5.5% | 4.6% | 5.2% | 4.9% |
| 4=Satisfied | 22.6% | 27.2% | 23.7% | 26.0% | 27.4% | 26.6% | 25.2% | 27.3% | 25.1% | 26.8% | 25.9% |
| 3=Neutral | 36.9% | 28.2% | 31.0% | 34.0% | 31.2% | 34.5% | 35.6% | 27.9% | 35.7% | 30.5% | 33.2% |
| 2=Dissatisfied | 16.7% | 21.8% | 18.5% | 13.5% | 18.5% | 14.1% | 13.0% | 15.6% | 14.5% | 16.0% | 15.2% |
| 1=Very dissatisfied | 3.6% | 5.0% | 7.0% | 9.3% | 8.6% | 8.0% | 6.4% | 5.5% | 6.9% | 7.1% | 7.0% |
| 9=Don't know | 17.9% | 12.4% | 12.9% | 13.8% | 9.9% | 12.7% | 14.6% | 18.1% | 13.3% | 14.5% | 13.9% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14b The overall level of public involvement in County government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 3.5% | 4.9% | 1.3% | 2.9% | 2.7% | 3.6% | 4.3% | 2.7% | 3.9% | 3.3% |
| 4=Satisfied | 19.0% | 17.8% | 16.7% | 20.2% | 17.2% | 19.0% | 15.7% | 19.3% | 17.4% | 17.7% | 17.6% |
| 3=Neutral | 36.9% | 30.7% | 35.9% | 38.1% | 37.3% | 34.2% | 38.8% | 31.6% | 36.9% | 35.5% | 36.2% |
| 2=Dissatisfied | 13.1% | 21.8% | 15.0% | 13.1% | 18.2% | 19.9% | 16.3% | 14.7% | 16.9% | 16.6% | 16.8% |
| 1=Very dissatisfied | 2.4% | 5.4% | 8.7% | 9.0% | 9.9% | 9.6% | 8.9% | 7.4% | 9.5% | 7.6% | 8.5% |
| 9=Don't know | 26.2% | 20.8% | 18.8% | 18.3% | 14.6% | 14.6% | 16.8% | 22.7% | 16.7% | 18.7% | 17.7% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14c Information programming on the County Government's cable station

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 4.0% | 6.6% | 6.4% | 5.1% | 3.3% | 5.7% | 6.4% | 4.5% | 6.1% | 5.3% |
| 4=Satisfied | 11.9% | 25.2% | 21.6% | 26.9% | 27.7% | 30.0% | 23.7% | 24.8% | 25.0% | 25.5% | 25.3% |
| 3=Neutral | 29.8% | 28.7% | 31.4% | 32.1% | 32.8% | 29.8% | 29.5% | 30.1% | 31.8% | 28.8% | 30.3% |
| 2=Dissatisfied | 3.6% | 5.9% | 7.0% | 5.1% | 8.0% | 9.0% | 6.5% | 9.5% | 7.7% | 6.6% | 7.2% |
| 1=Very dissatisfied | 1.2% | 4.0% | 4.5% | 4.5% | 4.5% | 4.5% | 4.4% | 3.4% | 4.7% | 3.7% | 4.2% |
| 9=Don't know | 50.0% | 32.2% | 28.9% | 25.0% | 22.0% | 23.3% | 30.1% | 25.8% | 26.3% | 29.3% | 27.7% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14d The County's website

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 12.9% | 14.6% | 8.0% | 12.7% | 14.1% | 11.0% | 12.3% | 10.9% | 13.1% | 12.0% |
| 4=Satisfied | 29.8% | 35.1% | 31.7% | 31.7% | 32.8% | 37.8% | 28.3% | 32.2% | 32.6% | 31.3% | 32.0% |
| 3=Neutral | 21.4% | 23.8% | 23.3% | 28.8% | 23.2% | 23.3% | 22.5% | 21.5% | 24.4% | 22.3% | 23.4% |
| 2=Dissatisfied | 6.0% | 4.5% | 4.5% | 2.9% | 5.1% | 4.0% | 2.6% | 3.7% | 4.0% | 3.2% | 3.6% |
| 1=Very dissatisfied | 1.2% | 1.0% | 1.4% | 2.6% | 2.9% | 1.8% | 2.4% | 0.6% | 1.7% | 2.2% | 2.0% |
| 9=Don't know | 32.1% | 22.8% | 24.4% | 26.0% | 23.2% | 19.0% | 33.1% | 29.8% | 26.3% | 27.9% | 27.1% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14e Effectiveness of County communication with the public

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.8% | 5.9% | 5.2% | 5.4% | 4.1% | 4.0% | 5.1% | 6.7% | 4.3% | 6.0% | 5.1% |
| 4=Satisfied | 17.9% | 23.8% | 27.2% | 25.6% | 26.1% | 28.2% | 26.1% | 25.2% | 25.0% | 27.2% | 26.0% |
| 3=Neutral | 46.4% | 38.1% | 34.5% | 36.2% | 38.5% | 35.4% | 36.0% | 33.1% | 37.8% | 34.4% | 36.1% |
| 2=Dissatisfied | 7.1% | 15.3% | 14.3% | 10.9% | 13.1% | 15.4% | 12.1% | 11.7% | 14.3% | 11.4% | 12.9% |
| 1=Very dissatisfied | 2.4% | 1.5% | 5.2% | 6.7% | 5.4% | 6.7% | 6.1% | 3.7% | 5.7% | 5.2% | 5.5% |
| 9=Don't know | 21.4% | 15.3% | 13.6% | 15.1% | 12.7% | 10.3% | 14.6% | 19.6% | 13.0% | 15.8% | 14.4% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14a The availability of information about County programs & services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.9% | 6.2% | 8.0% | 4.1% | 4.9% | 4.8% | 6.0% | 6.7% | 5.3% | 6.0% | 5.7% |
| 4=Satisfied | 27.5% | 31.1% | 27.2% | 30.1% | 30.4% | 30.4% | 29.5% | 33.3% | 28.9% | 31.3% | 30.1% |
| 3=Neutral | 44.9% | 32.2% | 35.6% | 39.4% | 34.6% | 39.5% | 41.7% | 34.1% | 41.2% | 35.7% | 38.5% |
| 2=Dissatisfied | 20.3% | 24.9% | 21.2% | 15.6% | 20.5% | 16.1% | 15.2% | 19.1% | 16.7% | 18.7% | 17.7% |
| 1=Very dissatisfied | 4.3% | 5.6% | 8.0% | 10.8% | 9.5% | 9.1% | 7.5% | 6.7% | 7.9% | 8.3% | 8.1% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14b The overall level of public involvement in County government

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.2% | 4.4% | 6.0% | 1.6% | 3.4% | 3.2% | 4.3% | 5.6% | 3.2% | 4.8% | 4.0% |
| 4=Satisfied | 25.8% | 22.5% | 20.6% | 24.7% | 20.1% | 22.2% | 18.9% | 25.0% | 20.9% | 21.8% | 21.3% |
| 3=Neutral | 50.0% | 38.8% | 44.2% | 46.7% | 43.7% | 40.0% | 46.6% | 40.9% | 44.3% | 43.6% | 43.9% |
| 2=Dissatisfied | 17.7% | 27.5% | 18.5% | 16.1% | 21.3% | 23.3% | 19.6% | 19.0% | 20.3% | 20.4% | 20.4% |
| 1=Very dissatisfied | 3.2% | 6.9% | 10.7% | 11.0% | 11.6% | 11.2% | 10.7% | 9.5% | 11.4% | 9.3% | 10.4% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14c Information programming on the County Government's cable station

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 5.8% | 9.3% | 8.5% | 6.5% | 4.2% | 8.2% | 8.7% | 6.1% | 8.6% | 7.3% |
| 4=Satisfied | 23.8% | 37.2% | 30.4% | 35.9% | 35.5% | 39.2% | 34.0% | 33.5% | 33.9% | 36.1% | 34.9% |
| 3=Neutral | 59.5% | 42.3% | 44.1% | 42.7% | 42.0% | 38.9% | 42.2% | 40.5% | 43.1% | 40.7% | 42.0% |
| 2=Dissatisfied | 7.1% | 8.8% | 9.8% | 6.8% | 10.2% | 11.8% | 9.4% | 12.8% | 10.5% | 9.3% | 10.0% |
| 1=Very dissatisfied | 2.4% | 5.8% | 6.4% | 6.0% | 5.7% | 5.9% | 6.3% | 4.5% | 6.4% | 5.3% | 5.8% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14d The County's website

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.0% | 16.7% | 19.4% | 10.8% | 16.6% | 17.4% | 16.5% | 17.5% | 14.8% | 18.1% | 16.4% |
| 4=Satisfied | 43.9% | 45.5% | 41.9% | 42.9% | 42.7% | 46.7% | 42.3% | 45.9% | 44.3% | 43.4% | 43.8% |
| 3=Neutral | 31.6% | 30.8% | 30.9% | 39.0% | 30.3% | 28.8% | 33.7% | 30.6% | 33.1% | 30.9% | 32.1% |
| 2=Dissatisfied | 8.8% | 5.8% | 6.0% | 3.9% | 6.6% | 4.9% | 3.9% | 5.2% | 5.4% | 4.4% | 5.0% |
| 1=Very dissatisfied | 1.8% | 1.3% | 1.8% | 3.5% | 3.7% | 2.2% | 3.6% | 0.9% | 2.3% | 3.1% | 2.7% |

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q14e Effectiveness of County communication with the public

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.1% | 7.0% | 6.0% | 6.4% | 4.7% | 4.4% | 6.0% | 8.4% | 4.9% | 7.1% | 5.9% |
| 4=Satisfied | 22.7% | 28.1% | 31.5% | 30.2% | 29.9% | 31.5% | 30.5% | 31.3% | 28.7% | 32.3% | 30.4% |
| 3=Neutral | 59.1% | 45.0% | 39.9% | 42.6% | 44.2% | 39.5% | 42.1% | 41.2% | 43.4% | 40.9% | 42.2% |
| 2=Dissatisfied | 9.1% | 18.1% | 16.5% | 12.8% | 15.0% | 17.1% | 14.2% | 14.5% | 16.4% | 13.5% | 15.1% |
| 1=Very dissatisfied | 3.0% | 1.8% | 6.0% | 7.9% | 6.2% | 7.5% | 7.1% | 4.6% | 6.6% | 6.1% | 6.4% |

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q15 Where obtain information about County

| | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 01=Civic Association Newsletters/Websites | 8.3% | 6.9% | 5.9% | 5.8% | 6.1% | 7.8% | 6.9% | 6.4% | 6.9% | 6.7% | 6.8% |
| 02=Community Newspapers | 27.4% | 25.2% | 27.9% | 24.4% | 27.1% | 28.0% | 36.2% | 27.0% | 27.7% | 32.5% | 30.0% |
| 03=County Answer Center/ 311 | 1.2% | 5.4% | 3.1% | 5.1% | 7.3% | 5.2% | 8.0% | 5.5% | 5.7% | 6.5% | 6.1% |
| 04=County Cable Station, Miami-Dade TV | 10.7% | 17.3% | 13.2% | 23.4% | 22.6% | 19.7% | 18.4% | 20.2% | 19.0% | 19.0% | 19.0% |
| 05=County Office/Phone Number | 1.2% | 3.0% | 5.6% | 3.8% | 5.7% | 5.6% | 8.0% | 4.3% | 5.9% | 5.8% | 5.8% |
| 06=County Website | 46.4% | 50.0% | 47.4% | 40.4% | 46.5% | 44.8% | 34.4% | 35.6% | 40.2% | 41.2% | 40.7% |
| 07=El Nuevo Herald | 9.5% | 17.8% | 19.9% | 21.8% | 17.2% | 13.6% | 11.9% | 20.2% | 17.0% | 14.1% | 15.6% |
| 08=Local TV/Cable News | 52.4% | 48.0% | 54.7% | 52.6% | 50.0% | 53.5% | 57.3% | 49.4% | 52.4% | 55.0% | 53.7% |

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q15 Where obtain information about County (Cont.)

| | | | | | | | | | | | |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 09=Radio Station-English | 26.2% | 23.3% | 24.0% | 28.8% | 25.2% | 32.0% | 33.6% | 31.6% | 28.4% | 31.8% | 30.1% |
| 10=Radio Station-Spanish | 15.5% | 16.8% | 22.0% | 25.0% | 23.2% | 19.2% | 16.2% | 20.6% | 21.7% | 16.8% | 19.3% |
| 11=The Miami Herald | 42.9% | 38.1% | 43.9% | 45.5% | 39.8% | 49.2% | 55.0% | 50.9% | 49.8% | 47.4% | 48.7% |
| 99=Other | 10.7% | 5.9% | 8.0% | 4.2% | 5.4% | 5.6% | 6.9% | 4.6% | 5.0% | 7.4% | 6.2% |
| 00=None chosen | 4.8% | 3.0% | 3.8% | 4.2% | 3.8% | 2.9% | 3.1% | 8.3% | 3.9% | 3.9% | 3.9% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16a Major streets-Overall smoothness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 8.4% | 10.1% | 8.0% | 7.3% | 5.8% | 7.8% | 4.9% | 7.5% | 7.1% | 7.3% |
| 4=Satisfied | 39.3% | 46.0% | 43.6% | 40.1% | 38.2% | 40.9% | 41.1% | 41.7% | 41.8% | 40.6% | 41.2% |
| 3=Neutral | 28.6% | 21.8% | 23.7% | 21.5% | 19.7% | 23.0% | 22.9% | 21.8% | 23.3% | 21.5% | 22.5% |
| 2=Dissatisfied | 17.9% | 15.8% | 11.8% | 16.0% | 24.8% | 21.0% | 16.4% | 15.3% | 16.3% | 18.7% | 17.5% |
| 1=Very dissatisfied | 6.0% | 5.9% | 9.1% | 9.6% | 5.1% | 8.0% | 9.0% | 8.6% | 7.4% | 9.0% | 8.2% |
| 9=Don't know | 1.2% | 2.0% | 1.7% | 4.8% | 4.8% | 1.4% | 2.9% | 7.7% | 3.6% | 3.0% | 3.3% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16b Major streets-Overall cleanliness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.0% | 6.9% | 10.8% | 9.0% | 7.0% | 4.9% | 8.2% | 5.5% | 6.4% | 8.4% | 7.4% |
| 4=Satisfied | 36.9% | 41.1% | 41.1% | 37.5% | 39.5% | 41.2% | 38.4% | 36.5% | 40.0% | 38.2% | 39.1% |
| 3=Neutral | 25.0% | 25.7% | 23.3% | 23.4% | 23.9% | 23.9% | 23.6% | 24.5% | 24.8% | 22.8% | 23.9% |
| 2=Dissatisfied | 17.9% | 17.8% | 12.9% | 18.3% | 20.7% | 19.3% | 17.7% | 17.2% | 17.3% | 18.5% | 17.9% |
| 1=Very dissatisfied | 11.9% | 6.4% | 8.4% | 7.4% | 5.4% | 9.2% | 9.5% | 9.2% | 8.0% | 9.2% | 8.6% |
| 9=Don't know | 2.4% | 2.0% | 3.5% | 4.5% | 3.5% | 1.4% | 2.6% | 7.1% | 3.4% | 2.9% | 3.2% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16c Major streets-Tree canopy along streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 6.9% | 7.0% | 7.4% | 5.4% | 5.4% | 5.8% | 7.1% | 5.6% | 6.6% | 6.1% |
| 4=Satisfied | 32.1% | 36.6% | 34.5% | 28.5% | 31.5% | 29.3% | 31.9% | 30.1% | 30.3% | 32.6% | 31.4% |
| 3=Neutral | 39.3% | 29.7% | 33.4% | 33.0% | 31.5% | 31.8% | 28.1% | 28.2% | 31.9% | 29.0% | 30.5% |
| 2=Dissatisfied | 16.7% | 14.9% | 12.5% | 15.1% | 16.9% | 16.6% | 17.6% | 16.9% | 17.1% | 15.6% | 16.4% |
| 1=Very dissatisfied | 2.4% | 6.9% | 7.0% | 8.3% | 6.7% | 10.5% | 8.9% | 7.1% | 8.2% | 8.2% | 8.2% |
| 9=Don't know | 6.0% | 5.0% | 5.6% | 7.7% | 8.0% | 6.3% | 7.8% | 10.7% | 6.9% | 8.0% | 7.4% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16d Major streets-Landscaping along streets/in medians

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 7.9% | 8.4% | 7.7% | 7.6% | 7.4% | 7.1% | 8.9% | 6.9% | 8.5% | 7.7% |
| 4=Satisfied | 36.9% | 38.6% | 40.1% | 38.1% | 39.2% | 39.2% | 38.0% | 35.6% | 36.8% | 40.0% | 38.3% |
| 3=Neutral | 36.9% | 34.2% | 26.8% | 27.9% | 27.1% | 26.4% | 25.6% | 21.5% | 28.4% | 24.7% | 26.7% |
| 2=Dissatisfied | 11.9% | 14.4% | 14.3% | 13.5% | 17.2% | 16.5% | 17.5% | 16.0% | 16.6% | 15.5% | 16.1% |
| 1=Very dissatisfied | 3.6% | 3.5% | 7.7% | 9.0% | 5.7% | 8.3% | 8.4% | 9.5% | 7.8% | 7.7% | 7.8% |
| 9=Don't know | 2.4% | 1.5% | 2.8% | 3.8% | 3.2% | 2.2% | 3.4% | 8.6% | 3.5% | 3.5% | 3.5% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16e Major streets-Quality of road signs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 10.9% | 9.4% | 10.3% | 9.2% | 8.3% | 9.3% | 9.2% | 9.1% | 9.4% | 9.3% |
| 4=Satisfied | 42.9% | 45.0% | 43.9% | 42.9% | 43.3% | 46.8% | 44.6% | 41.1% | 44.3% | 44.2% | 44.3% |
| 3=Neutral | 33.3% | 28.7% | 27.5% | 21.8% | 23.9% | 25.5% | 24.4% | 24.5% | 26.2% | 23.9% | 25.1% |
| 2=Dissatisfied | 8.3% | 10.9% | 10.8% | 12.5% | 14.0% | 12.3% | 13.2% | 12.3% | 11.8% | 13.2% | 12.5% |
| 1=Very dissatisfied | 7.1% | 4.0% | 5.2% | 8.3% | 5.4% | 5.4% | 6.3% | 5.8% | 5.4% | 6.5% | 6.0% |
| 9=Don't know | 1.2% | 0.5% | 3.1% | 4.2% | 4.1% | 1.6% | 2.2% | 7.1% | 3.2% | 2.7% | 3.0% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16f Major streets-Prevention of street flooding

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 5.9% | 5.6% | 7.1% | 5.1% | 4.3% | 8.1% | 4.6% | 5.7% | 6.7% | 6.2% |
| 4=Satisfied | 21.4% | 33.7% | 30.7% | 27.9% | 29.3% | 34.0% | 31.0% | 30.7% | 30.6% | 31.3% | 30.9% |
| 3=Neutral | 27.4% | 20.3% | 23.7% | 23.1% | 24.2% | 25.9% | 24.4% | 23.0% | 25.5% | 22.6% | 24.1% |
| 2=Dissatisfied | 22.6% | 23.3% | 21.3% | 21.8% | 25.8% | 22.1% | 19.4% | 18.7% | 20.1% | 22.3% | 21.2% |
| 1=Very dissatisfied | 17.9% | 12.4% | 12.2% | 15.1% | 10.2% | 10.1% | 12.3% | 13.5% | 12.5% | 12.0% | 12.3% |
| 9=Don't know | 7.1% | 4.5% | 6.6% | 5.1% | 5.4% | 3.6% | 4.7% | 9.5% | 5.6% | 5.0% | 5.3% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16g Side streets-Overall smoothness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.1% | 8.4% | 9.1% | 7.4% | 7.0% | 7.6% | 8.4% | 5.2% | 7.4% | 8.4% | 7.9% |
| 4=Satisfied | 41.7% | 42.1% | 39.7% | 40.1% | 40.8% | 41.6% | 39.2% | 35.0% | 40.6% | 38.7% | 39.7% |
| 3=Neutral | 19.0% | 23.3% | 23.0% | 24.7% | 22.3% | 22.1% | 22.5% | 27.3% | 23.4% | 22.8% | 23.1% |
| 2=Dissatisfied | 20.2% | 13.4% | 16.4% | 15.7% | 17.8% | 16.6% | 16.7% | 15.0% | 16.1% | 16.8% | 16.4% |
| 1=Very dissatisfied | 4.8% | 8.4% | 6.6% | 6.7% | 7.3% | 9.4% | 9.2% | 7.4% | 7.5% | 8.9% | 8.2% |
| 9=Don't know | 1.2% | 4.5% | 5.2% | 5.4% | 4.8% | 2.7% | 4.0% | 10.1% | 4.9% | 4.5% | 4.7% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16h Side streets-Overall cleanliness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 9.9% | 8.7% | 8.3% | 7.6% | 8.3% | 7.9% | 6.7% | 7.1% | 9.1% | 8.1% |
| 4=Satisfied | 39.3% | 38.6% | 38.0% | 37.2% | 37.9% | 39.6% | 40.8% | 34.7% | 40.3% | 37.4% | 38.9% |
| 3=Neutral | 21.4% | 20.8% | 27.2% | 26.0% | 26.1% | 24.4% | 22.1% | 24.2% | 23.5% | 24.2% | 23.9% |
| 2=Dissatisfied | 19.0% | 17.3% | 14.3% | 15.4% | 16.9% | 16.5% | 16.7% | 15.3% | 16.4% | 16.2% | 16.3% |
| 1=Very dissatisfied | 10.7% | 9.9% | 8.0% | 8.3% | 7.3% | 9.8% | 9.0% | 9.5% | 8.3% | 9.6% | 9.0% |
| 9=Don't know | 1.2% | 3.5% | 3.8% | 4.8% | 4.1% | 1.4% | 3.6% | 9.5% | 4.4% | 3.5% | 3.9% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16i Side streets-Tree canopy along streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 7.9% | 7.0% | 6.7% | 6.7% | 7.1% | 5.9% | 7.1% | 6.1% | 7.4% | 6.7% |
| 4=Satisfied | 40.5% | 36.6% | 35.2% | 29.2% | 31.5% | 30.2% | 33.3% | 30.7% | 32.4% | 32.5% | 32.5% |
| 3=Neutral | 31.0% | 26.7% | 30.7% | 31.7% | 32.2% | 29.1% | 27.5% | 24.5% | 29.6% | 27.7% | 28.7% |
| 2=Dissatisfied | 8.3% | 15.8% | 12.9% | 14.7% | 14.3% | 18.8% | 16.3% | 14.4% | 16.5% | 14.7% | 15.6% |
| 1=Very dissatisfied | 4.8% | 6.9% | 8.0% | 8.3% | 7.3% | 8.3% | 9.1% | 8.6% | 7.9% | 8.7% | 8.3% |
| 9=Don't know | 4.8% | 5.9% | 6.3% | 9.3% | 8.0% | 6.5% | 8.0% | 14.7% | 7.5% | 9.0% | 8.2% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q16j Side streets-Quality of road signs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.9% | 11.9% | 7.7% | 9.3% | 8.6% | 9.6% | 9.2% | 8.6% | 9.5% | 9.0% | 9.2% |
| 4=Satisfied | 47.6% | 42.1% | 43.6% | 38.8% | 45.9% | 44.7% | 42.8% | 40.5% | 42.7% | 43.2% | 42.9% |
| 3=Neutral | 23.8% | 27.2% | 30.0% | 27.2% | 22.6% | 24.1% | 24.2% | 20.9% | 26.1% | 23.2% | 24.7% |
| 2=Dissatisfied | 10.7% | 12.9% | 7.7% | 13.8% | 10.8% | 13.7% | 13.0% | 13.5% | 12.2% | 12.8% | 12.5% |
| 1=Very dissatisfied | 4.8% | 4.0% | 7.3% | 6.1% | 7.3% | 6.0% | 7.2% | 6.7% | 5.2% | 8.0% | 6.6% |
| 9=Don't know | 1.2% | 2.0% | 3.8% | 4.8% | 4.8% | 2.0% | 3.6% | 9.8% | 4.3% | 3.8% | 4.1% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16k Side streets-Prevention of street flooding

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.1% | 6.9% | 6.3% | 7.4% | 5.4% | 7.4% | 8.5% | 6.1% | 7.4% | 7.3% | 7.3% |
| 4=Satisfied | 20.2% | 30.7% | 28.6% | 26.3% | 33.1% | 36.0% | 31.6% | 32.2% | 31.4% | 31.4% | 31.4% |
| 3=Neutral | 32.1% | 21.3% | 24.4% | 23.7% | 21.0% | 19.0% | 23.9% | 21.5% | 24.2% | 20.8% | 22.6% |
| 2=Dissatisfied | 16.7% | 19.8% | 20.6% | 20.8% | 22.0% | 21.2% | 18.4% | 15.0% | 18.4% | 20.4% | 19.4% |
| 1=Very dissatisfied | 17.9% | 15.8% | 14.3% | 15.1% | 13.4% | 11.8% | 12.1% | 12.6% | 12.4% | 13.9% | 13.1% |
| 9=Don't know | 6.0% | 5.4% | 5.9% | 6.7% | 5.1% | 4.7% | 5.4% | 12.6% | 6.2% | 6.2% | 6.2% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q16l Curbside garbage collection services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.9% | 22.3% | 28.6% | 25.6% | 26.8% | 30.6% | 32.5% | 23.0% | 29.1% | 27.6% | 28.4% |
| 4=Satisfied | 48.8% | 42.1% | 47.0% | 42.9% | 40.4% | 48.8% | 44.8% | 42.9% | 44.9% | 44.8% | 44.8% |
| 3=Neutral | 17.9% | 13.9% | 8.7% | 15.7% | 14.3% | 10.5% | 10.0% | 13.8% | 11.7% | 11.9% | 11.8% |
| 2=Dissatisfied | 4.8% | 6.4% | 3.5% | 4.5% | 7.0% | 2.9% | 4.8% | 4.6% | 3.7% | 5.6% | 4.6% |
| 1=Very dissatisfied | 1.2% | 3.5% | 2.4% | 3.5% | 2.9% | 2.9% | 2.2% | 3.7% | 2.2% | 3.4% | 2.8% |
| 9=Don't know | 15.5% | 11.9% | 9.8% | 7.7% | 8.6% | 4.3% | 5.7% | 12.0% | 8.5% | 6.7% | 7.6% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q16m Curbside recycling services</u> | | | | | | | | | | | |
| 5=Very satisfied | 8.3% | 17.8% | 22.6% | 20.2% | 23.2% | 24.8% | 26.2% | 21.5% | 23.2% | 23.2% | 23.2% |
| 4=Satisfied | 38.1% | 32.7% | 41.1% | 38.1% | 36.9% | 42.1% | 41.9% | 38.0% | 40.7% | 39.1% | 39.9% |
| 3=Neutral | 15.5% | 16.3% | 11.5% | 16.0% | 15.3% | 12.8% | 13.6% | 15.0% | 14.1% | 13.9% | 14.1% |
| 2=Dissatisfied | 10.7% | 6.9% | 4.5% | 6.7% | 5.4% | 4.9% | 5.4% | 4.0% | 4.8% | 6.2% | 5.5% |
| 1=Very dissatisfied | 8.3% | 7.9% | 4.2% | 6.7% | 5.1% | 6.3% | 2.6% | 6.1% | 4.4% | 5.5% | 4.9% |
| 9=Don't know | 19.0% | 18.3% | 16.0% | 12.2% | 14.0% | 9.0% | 10.3% | 15.3% | 12.8% | 12.0% | 12.4% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q16n Curbside bulky waste collection

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 13.4% | 18.8% | 16.7% | 16.2% | 18.4% | 20.7% | 16.0% | 17.5% | 18.7% | 18.1% |
| 4=Satisfied | 33.3% | 30.2% | 34.1% | 27.9% | 29.9% | 36.7% | 35.8% | 35.6% | 34.4% | 33.6% | 34.0% |
| 3=Neutral | 15.5% | 18.8% | 15.7% | 23.7% | 21.0% | 18.3% | 17.9% | 19.0% | 19.6% | 17.7% | 18.7% |
| 2=Dissatisfied | 11.9% | 10.4% | 9.4% | 9.3% | 13.1% | 11.6% | 9.0% | 6.7% | 9.1% | 10.7% | 9.8% |
| 1=Very dissatisfied | 6.0% | 5.9% | 5.6% | 6.7% | 6.7% | 7.4% | 5.6% | 5.8% | 5.5% | 6.9% | 6.2% |
| 9=Don't know | 22.6% | 21.3% | 16.4% | 15.7% | 13.1% | 7.6% | 11.0% | 16.9% | 13.8% | 12.4% | 13.2% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16a Major streets-Overall smoothness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.2% | 8.6% | 10.3% | 8.4% | 7.7% | 5.9% | 8.0% | 5.3% | 7.8% | 7.4% | 7.6% |
| 4=Satisfied | 39.8% | 47.0% | 44.3% | 42.1% | 40.1% | 41.5% | 42.3% | 45.2% | 43.4% | 41.9% | 42.6% |
| 3=Neutral | 28.9% | 22.2% | 24.1% | 22.6% | 20.7% | 23.3% | 23.6% | 23.6% | 24.2% | 22.2% | 23.3% |
| 2=Dissatisfied | 18.1% | 16.2% | 12.1% | 16.8% | 26.1% | 21.3% | 16.9% | 16.6% | 16.9% | 19.3% | 18.1% |
| 1=Very dissatisfied | 6.0% | 6.1% | 9.2% | 10.1% | 5.4% | 8.1% | 9.2% | 9.3% | 7.7% | 9.3% | 8.4% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q16b Major streets-Overall cleanliness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 6.1% | 7.1% | 11.2% | 9.4% | 7.3% | 5.0% | 8.4% | 5.9% | 6.6% | 8.7% | 7.6% |
| 4=Satisfied | 37.8% | 41.9% | 42.6% | 39.3% | 40.9% | 41.8% | 39.4% | 39.3% | 41.4% | 39.3% | 40.4% |
| 3=Neutral | 25.6% | 26.3% | 24.2% | 24.5% | 24.8% | 24.2% | 24.2% | 26.4% | 25.7% | 23.5% | 24.7% |
| 2=Dissatisfied | 18.3% | 18.2% | 13.4% | 19.1% | 21.5% | 19.6% | 18.1% | 18.5% | 17.9% | 19.0% | 18.4% |
| 1=Very dissatisfied | 12.2% | 6.6% | 8.7% | 7.7% | 5.6% | 9.4% | 9.8% | 9.9% | 8.3% | 9.4% | 8.9% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16c Major streets-Tree canopy along streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.8% | 7.3% | 7.4% | 8.0% | 5.9% | 5.8% | 6.3% | 7.9% | 6.0% | 7.2% | 6.6% |
| 4=Satisfied | 34.2% | 38.5% | 36.5% | 30.9% | 34.3% | 31.3% | 34.5% | 33.7% | 32.6% | 35.4% | 33.9% |
| 3=Neutral | 41.8% | 31.3% | 35.4% | 35.8% | 34.3% | 34.0% | 30.5% | 31.6% | 34.2% | 31.5% | 32.9% |
| 2=Dissatisfied | 17.7% | 15.6% | 13.3% | 16.3% | 18.3% | 17.8% | 19.0% | 18.9% | 18.4% | 16.9% | 17.7% |
| 1=Very dissatisfied | 2.5% | 7.3% | 7.4% | 9.0% | 7.3% | 11.2% | 9.6% | 7.9% | 8.8% | 9.0% | 8.9% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16d Major streets-Landscaping along streets/in medians

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.5% | 8.0% | 8.6% | 8.0% | 7.9% | 7.6% | 7.4% | 9.7% | 7.1% | 8.8% | 7.9% |
| 4=Satisfied | 37.8% | 39.2% | 41.2% | 39.7% | 40.5% | 40.1% | 39.4% | 38.9% | 38.1% | 41.5% | 39.7% |
| 3=Neutral | 37.8% | 34.7% | 27.6% | 29.0% | 28.0% | 27.0% | 26.5% | 23.5% | 29.4% | 25.6% | 27.6% |
| 2=Dissatisfied | 12.2% | 14.6% | 14.7% | 14.0% | 17.8% | 16.8% | 18.1% | 17.4% | 17.2% | 16.1% | 16.7% |
| 1=Very dissatisfied | 3.7% | 3.5% | 7.9% | 9.3% | 5.9% | 8.5% | 8.7% | 10.4% | 8.1% | 8.0% | 8.1% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16e Major streets-Quality of road signs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.2% | 10.9% | 9.7% | 10.7% | 9.6% | 8.5% | 9.6% | 9.9% | 9.4% | 9.7% | 9.6% |
| 4=Satisfied | 43.4% | 45.3% | 45.3% | 44.8% | 45.2% | 47.6% | 45.6% | 44.2% | 45.7% | 45.5% | 45.6% |
| 3=Neutral | 33.7% | 28.9% | 28.4% | 22.7% | 24.9% | 25.9% | 25.0% | 26.4% | 27.0% | 24.6% | 25.9% |
| 2=Dissatisfied | 8.4% | 10.9% | 11.2% | 13.0% | 14.6% | 12.5% | 13.5% | 13.2% | 12.2% | 13.5% | 12.8% |
| 1=Very dissatisfied | 7.2% | 4.0% | 5.4% | 8.7% | 5.6% | 5.5% | 6.4% | 6.3% | 5.6% | 6.7% | 6.2% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16f Major streets-Prevention of street flooding

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.8% | 6.2% | 6.0% | 7.4% | 5.4% | 4.5% | 8.5% | 5.1% | 6.0% | 7.1% | 6.5% |
| 4=Satisfied | 23.1% | 35.2% | 32.8% | 29.4% | 31.0% | 35.3% | 32.5% | 33.9% | 32.4% | 32.9% | 32.7% |
| 3=Neutral | 29.5% | 21.2% | 25.4% | 24.3% | 25.6% | 26.8% | 25.6% | 25.4% | 27.0% | 23.8% | 25.5% |
| 2=Dissatisfied | 24.4% | 24.4% | 22.8% | 23.0% | 27.3% | 22.9% | 20.4% | 20.7% | 21.3% | 23.5% | 22.4% |
| 1=Very dissatisfied | 19.2% | 13.0% | 13.1% | 15.9% | 10.8% | 10.5% | 12.9% | 14.9% | 13.2% | 12.7% | 13.0% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16g Side streets-Overall smoothness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.3% | 8.8% | 9.6% | 7.8% | 7.4% | 7.8% | 8.8% | 5.8% | 7.8% | 8.8% | 8.3% |
| 4=Satisfied | 42.2% | 44.0% | 41.9% | 42.4% | 42.8% | 42.8% | 40.8% | 38.9% | 42.8% | 40.5% | 41.7% |
| 3=Neutral | 19.3% | 24.4% | 24.3% | 26.1% | 23.4% | 22.7% | 23.5% | 30.4% | 24.6% | 23.8% | 24.3% |
| 2=Dissatisfied | 20.5% | 14.0% | 17.3% | 16.6% | 18.7% | 17.1% | 17.4% | 16.7% | 16.9% | 17.5% | 17.2% |
| 1=Very dissatisfied | 4.8% | 8.8% | 7.0% | 7.1% | 7.7% | 9.7% | 9.5% | 8.2% | 7.9% | 9.3% | 8.6% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16h Side streets-Overall cleanliness

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.4% | 10.3% | 9.1% | 8.8% | 8.0% | 8.4% | 8.1% | 7.5% | 7.4% | 9.4% | 8.4% |
| 4=Satisfied | 39.8% | 40.0% | 39.5% | 39.1% | 39.5% | 40.2% | 42.3% | 38.3% | 42.2% | 38.7% | 40.5% |
| 3=Neutral | 21.7% | 21.5% | 28.3% | 27.3% | 27.2% | 24.8% | 22.9% | 26.8% | 24.5% | 25.1% | 24.8% |
| 2=Dissatisfied | 19.3% | 17.9% | 14.9% | 16.2% | 17.6% | 16.7% | 17.3% | 16.9% | 17.1% | 16.8% | 17.0% |
| 1=Very dissatisfied | 10.8% | 10.3% | 8.3% | 8.8% | 7.6% | 9.9% | 9.3% | 10.5% | 8.7% | 10.0% | 9.3% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16i Side streets-Tree canopy along streets

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.3% | 8.4% | 7.4% | 7.4% | 7.3% | 7.5% | 6.4% | 8.3% | 6.6% | 8.1% | 7.3% |
| 4=Satisfied | 42.5% | 38.9% | 37.5% | 32.2% | 34.3% | 32.3% | 36.2% | 36.0% | 35.0% | 35.7% | 35.4% |
| 3=Neutral | 32.5% | 28.4% | 32.7% | 35.0% | 34.9% | 31.1% | 29.9% | 28.8% | 32.0% | 30.4% | 31.2% |
| 2=Dissatisfied | 8.8% | 16.8% | 13.8% | 16.3% | 15.6% | 20.1% | 17.7% | 16.9% | 17.8% | 16.2% | 17.0% |
| 1=Very dissatisfied | 5.0% | 7.4% | 8.6% | 9.2% | 8.0% | 8.9% | 9.9% | 10.1% | 8.5% | 9.6% | 9.0% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16j Side streets-Quality of road signs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 12.0% | 12.1% | 8.0% | 9.8% | 9.0% | 9.8% | 9.5% | 9.5% | 9.9% | 9.4% | 9.6% |
| 4=Satisfied | 48.2% | 42.9% | 45.3% | 40.7% | 48.2% | 45.6% | 44.4% | 44.9% | 44.7% | 44.9% | 44.8% |
| 3=Neutral | 24.1% | 27.8% | 31.2% | 28.6% | 23.7% | 24.5% | 25.1% | 23.1% | 27.2% | 24.1% | 25.7% |
| 2=Dissatisfied | 10.8% | 13.1% | 8.0% | 14.5% | 11.4% | 14.0% | 13.5% | 15.0% | 12.8% | 13.3% | 13.0% |
| 1=Very dissatisfied | 4.8% | 4.0% | 7.6% | 6.4% | 7.7% | 6.1% | 7.5% | 7.5% | 5.4% | 8.4% | 6.9% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16k Side streets-Prevention of street flooding

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 7.6% | 7.3% | 6.7% | 7.9% | 5.7% | 7.8% | 9.0% | 7.0% | 7.8% | 7.7% | 7.8% |
| 4=Satisfied | 21.5% | 32.5% | 30.4% | 28.2% | 34.9% | 37.8% | 33.4% | 36.8% | 33.5% | 33.5% | 33.5% |
| 3=Neutral | 34.2% | 22.5% | 25.9% | 25.4% | 22.1% | 19.9% | 25.3% | 24.6% | 25.8% | 22.2% | 24.1% |
| 2=Dissatisfied | 17.7% | 20.9% | 21.9% | 22.3% | 23.2% | 22.2% | 19.5% | 17.2% | 19.6% | 21.8% | 20.7% |
| 1=Very dissatisfied | 19.0% | 16.8% | 15.2% | 16.2% | 14.1% | 12.3% | 12.8% | 14.4% | 13.2% | 14.8% | 14.0% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16l Curbside garbage collection services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.1% | 25.3% | 31.7% | 27.8% | 29.3% | 31.9% | 34.5% | 26.1% | 31.8% | 29.6% | 30.7% |
| 4=Satisfied | 57.7% | 47.8% | 52.1% | 46.5% | 44.3% | 51.0% | 47.5% | 48.8% | 49.1% | 48.0% | 48.5% |
| 3=Neutral | 21.1% | 15.7% | 9.7% | 17.0% | 15.7% | 11.0% | 10.6% | 15.7% | 12.8% | 12.8% | 12.8% |
| 2=Dissatisfied | 5.6% | 7.3% | 3.9% | 4.9% | 7.7% | 3.0% | 5.1% | 5.2% | 4.0% | 6.0% | 5.0% |
| 1=Very dissatisfied | 1.4% | 3.9% | 2.7% | 3.8% | 3.1% | 3.0% | 2.4% | 4.2% | 2.4% | 3.6% | 3.0% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q16m Curbside recycling services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.3% | 21.8% | 27.0% | 23.0% | 27.0% | 27.2% | 29.2% | 25.4% | 26.6% | 26.4% | 26.5% |
| 4=Satisfied | 47.1% | 40.0% | 49.0% | 43.4% | 43.0% | 46.3% | 46.7% | 44.9% | 46.7% | 44.4% | 45.6% |
| 3=Neutral | 19.1% | 20.0% | 13.7% | 18.2% | 17.8% | 14.1% | 15.2% | 17.8% | 16.2% | 15.8% | 16.1% |
| 2=Dissatisfied | 13.2% | 8.5% | 5.4% | 7.7% | 6.3% | 5.4% | 6.0% | 4.7% | 5.5% | 7.1% | 6.2% |
| 1=Very dissatisfied | 10.3% | 9.7% | 5.0% | 7.7% | 5.9% | 7.0% | 2.9% | 7.2% | 5.0% | 6.3% | 5.6% |

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q16n Curbside bulky waste collection

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.8% | 17.0% | 22.5% | 19.8% | 18.7% | 20.0% | 23.3% | 19.2% | 20.4% | 21.3% | 20.8% |
| 4=Satisfied | 43.1% | 38.4% | 40.8% | 33.1% | 34.4% | 39.7% | 40.2% | 42.8% | 39.9% | 38.3% | 39.1% |
| 3=Neutral | 20.0% | 23.9% | 18.8% | 28.1% | 24.2% | 19.8% | 20.1% | 22.9% | 22.8% | 20.3% | 21.6% |
| 2=Dissatisfied | 15.4% | 13.2% | 11.3% | 11.0% | 15.0% | 12.5% | 10.1% | 8.1% | 10.5% | 12.2% | 11.3% |
| 1=Very dissatisfied | 7.7% | 7.5% | 6.7% | 8.0% | 7.7% | 8.0% | 6.3% | 7.0% | 6.4% | 7.9% | 7.1% |

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q17 Street maintenance</u> | | | | | | | | | | | |
| A=Major streets smoothness | 16.7% | 15.8% | 18.8% | 16.7% | 16.2% | 21.2% | 16.8% | 12.0% | 17.7% | 16.6% | 17.1% |
| B=Major streets cleanliness | 20.2% | 17.8% | 11.8% | 13.5% | 13.1% | 15.4% | 15.2% | 12.0% | 14.1% | 14.9% | 14.5% |
| C=Major streets tree canopy along streets | 1.2% | 5.0% | 10.1% | 7.1% | 6.1% | 9.0% | 6.5% | 6.1% | 7.7% | 6.3% | 7.0% |
| D=Major streets landscaping along streets/in medians | 3.6% | 5.0% | 7.7% | 8.7% | 7.0% | 6.9% | 7.2% | 7.1% | 7.4% | 6.7% | 7.1% |
| E=Major streets quality of road signs | 8.3% | 6.9% | 7.0% | 7.4% | 5.4% | 6.3% | 7.1% | 8.9% | 7.3% | 6.7% | 7.0% |
| F=Major streets prevention of street flooding | 22.6% | 20.3% | 23.7% | 23.4% | 22.6% | 19.9% | 19.3% | 17.8% | 20.0% | 21.1% | 20.5% |

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q17 Street maintenance (Cont.)</u> | | | | | | | | | | | |
| G=Side streets smoothness | 10.7% | 12.4% | 10.8% | 10.3% | 9.2% | 9.0% | 14.7% | 7.1% | 10.9% | 11.7% | 11.3% |
| H=Side streets cleanliness | 17.9% | 15.3% | 7.3% | 8.7% | 8.3% | 10.5% | 10.2% | 11.0% | 9.3% | 11.3% | 10.3% |
| I=Side streets tree canopy along streets | 2.4% | 4.0% | 4.9% | 4.8% | 5.7% | 7.2% | 6.6% | 5.5% | 6.5% | 5.3% | 5.9% |
| J=Side streets quality of road signs | 4.8% | 3.0% | 4.5% | 5.1% | 4.1% | 6.3% | 6.3% | 4.0% | 4.8% | 5.9% | 5.3% |
| K=Side streets prevention of street flooding | 19.0% | 23.3% | 21.6% | 19.6% | 19.7% | 17.9% | 18.0% | 11.0% | 17.0% | 19.7% | 18.3% |
| L=Curbside garbage collection services | 3.6% | 5.0% | 1.0% | 2.9% | 6.7% | 2.9% | 3.6% | 4.9% | 3.1% | 4.4% | 3.7% |
| M=Curbside recycling services | 7.1% | 6.9% | 2.8% | 4.5% | 3.5% | 5.2% | 3.8% | 1.8% | 3.8% | 4.5% | 4.1% |

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q17 Street maintenance (Cont.)

N=Curbside bulky waste collection

6.0% 11.9% 8.4% 10.6% 12.1% 11.2% 9.2% 6.7% 9.0% 10.5% 9.7%

Z=None chosen

26.2% 21.8% 26.5% 26.3% 27.7% 23.0% 24.6% 39.0% 28.0% 24.4% 26.3%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18a Overall appearance of Miami-Dade County

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.3% | 5.4% | 8.7% | 7.7% | 6.7% | 6.1% | 7.4% | 8.3% | 7.4% | 7.1% | 7.2% |
| 4=Satisfied | 35.7% | 42.6% | 45.6% | 41.0% | 44.9% | 42.3% | 44.9% | 41.7% | 43.5% | 43.3% | 43.4% |
| 3=Neutral | 41.7% | 29.7% | 25.8% | 29.2% | 29.9% | 29.3% | 27.1% | 28.5% | 29.3% | 27.8% | 28.6% |
| 2=Dissatisfied | 11.9% | 14.9% | 13.6% | 13.1% | 10.2% | 15.9% | 13.6% | 10.4% | 12.4% | 14.2% | 13.3% |
| 1=Very dissatisfied | 0.0% | 5.4% | 3.1% | 4.5% | 3.2% | 4.5% | 4.0% | 4.3% | 3.9% | 4.1% | 4.0% |
| 9=Don't know | 2.4% | 2.0% | 3.1% | 4.5% | 5.1% | 1.8% | 3.1% | 6.7% | 3.5% | 3.5% | 3.5% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q18b Overall appearance of your neighborhood</u> | | | | | | | | | | | |
| 5=Very satisfied | 20.2% | 18.3% | 17.4% | 14.4% | 14.3% | 14.3% | 15.0% | 13.2% | 15.4% | 14.9% | 15.2% |
| 4=Satisfied | 42.9% | 49.5% | 49.1% | 43.6% | 48.4% | 47.0% | 49.5% | 46.0% | 50.2% | 45.4% | 47.8% |
| 3=Neutral | 20.2% | 18.8% | 18.1% | 22.4% | 20.4% | 20.1% | 17.9% | 18.7% | 19.6% | 18.8% | 19.2% |
| 2=Dissatisfied | 10.7% | 8.9% | 10.1% | 11.5% | 11.1% | 12.7% | 10.7% | 9.8% | 8.8% | 13.2% | 10.9% |
| 1=Very dissatisfied | 3.6% | 2.0% | 2.4% | 4.8% | 2.5% | 4.9% | 4.0% | 6.1% | 3.3% | 4.8% | 4.0% |
| 9=Don't know | 2.4% | 2.5% | 2.8% | 3.2% | 3.2% | 1.1% | 2.7% | 6.1% | 2.8% | 2.9% | 2.9% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18c Maintenance of residential property in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 20.2% | 16.3% | 19.2% | 13.8% | 13.1% | 14.3% | 15.4% | 13.2% | 15.2% | 15.1% | 15.1% |
| 4=Satisfied | 42.9% | 51.0% | 46.0% | 42.9% | 49.0% | 48.1% | 48.3% | 46.0% | 49.8% | 44.9% | 47.4% |
| 3=Neutral | 20.2% | 21.8% | 18.5% | 23.1% | 19.4% | 21.2% | 18.2% | 16.0% | 19.0% | 19.9% | 19.4% |
| 2=Dissatisfied | 14.3% | 7.9% | 10.5% | 12.5% | 12.1% | 9.8% | 11.5% | 12.3% | 10.4% | 11.9% | 11.2% |
| 1=Very dissatisfied | 1.2% | 2.0% | 2.4% | 3.8% | 2.9% | 4.9% | 3.9% | 5.8% | 2.8% | 4.9% | 3.8% |
| 9=Don't know | 1.2% | 1.0% | 3.5% | 3.8% | 3.5% | 1.8% | 2.6% | 6.7% | 2.8% | 3.3% | 3.0% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18d Maintenance of business property in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 17.9% | 12.4% | 12.5% | 10.6% | 9.9% | 9.0% | 9.5% | 10.1% | 10.0% | 10.7% | 10.3% |
| 4=Satisfied | 34.5% | 47.0% | 44.3% | 42.9% | 43.6% | 43.0% | 45.2% | 42.0% | 44.3% | 43.4% | 43.9% |
| 3=Neutral | 26.2% | 28.2% | 22.3% | 24.7% | 26.1% | 27.5% | 24.6% | 19.9% | 25.3% | 24.3% | 24.8% |
| 2=Dissatisfied | 15.5% | 7.4% | 8.7% | 8.0% | 8.6% | 11.0% | 10.3% | 12.9% | 9.9% | 10.2% | 10.1% |
| 1=Very dissatisfied | 2.4% | 1.5% | 3.5% | 5.4% | 3.5% | 4.3% | 3.8% | 4.6% | 3.3% | 4.5% | 3.9% |
| 9=Don't know | 3.6% | 3.5% | 8.7% | 8.3% | 8.3% | 5.1% | 6.5% | 10.4% | 7.0% | 6.9% | 7.0% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18e Cleanliness of waterways near your home

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 12.4% | 12.9% | 10.9% | 11.1% | 8.9% | 7.8% | 9.5% | 10.3% | 8.9% | 9.6% |
| 4=Satisfied | 40.5% | 35.1% | 36.9% | 33.7% | 33.8% | 34.7% | 34.6% | 33.7% | 35.0% | 34.5% | 34.8% |
| 3=Neutral | 16.7% | 20.8% | 23.7% | 25.0% | 26.4% | 26.4% | 26.4% | 24.5% | 24.2% | 26.3% | 25.2% |
| 2=Dissatisfied | 19.0% | 14.4% | 12.9% | 11.2% | 15.6% | 13.9% | 14.3% | 12.3% | 14.5% | 13.2% | 13.9% |
| 1=Very dissatisfied | 7.1% | 5.0% | 3.8% | 4.8% | 3.8% | 5.8% | 6.0% | 6.7% | 6.0% | 4.9% | 5.5% |
| 9=Don't know | 6.0% | 12.4% | 9.8% | 14.4% | 9.2% | 10.3% | 10.9% | 13.2% | 10.0% | 12.2% | 11.1% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18a Overall appearance of Miami-Dade County

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 8.5% | 5.6% | 9.0% | 8.1% | 7.0% | 6.3% | 7.6% | 8.9% | 7.6% | 7.4% | 7.5% |
| 4=Satisfied | 36.6% | 43.4% | 47.1% | 43.0% | 47.3% | 43.1% | 46.3% | 44.7% | 45.1% | 44.8% | 45.0% |
| 3=Neutral | 42.7% | 30.3% | 26.6% | 30.5% | 31.5% | 29.8% | 28.0% | 30.6% | 30.3% | 28.8% | 29.6% |
| 2=Dissatisfied | 12.2% | 15.2% | 14.0% | 13.8% | 10.7% | 16.2% | 14.0% | 11.2% | 12.9% | 14.7% | 13.8% |
| 1=Very dissatisfied | 0.0% | 5.6% | 3.2% | 4.7% | 3.4% | 4.6% | 4.1% | 4.6% | 4.0% | 4.3% | 4.1% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18b Overall appearance of your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 20.7% | 18.8% | 17.9% | 14.9% | 14.8% | 14.4% | 15.5% | 14.1% | 15.8% | 15.4% | 15.6% |
| 4=Satisfied | 43.9% | 50.8% | 50.5% | 45.0% | 50.0% | 47.5% | 50.9% | 49.0% | 51.6% | 46.7% | 49.2% |
| 3=Neutral | 20.7% | 19.3% | 18.6% | 23.2% | 21.1% | 20.3% | 18.4% | 19.9% | 20.2% | 19.4% | 19.8% |
| 2=Dissatisfied | 11.0% | 9.1% | 10.4% | 11.9% | 11.5% | 12.8% | 11.0% | 10.5% | 9.0% | 13.5% | 11.2% |
| 1=Very dissatisfied | 3.7% | 2.0% | 2.5% | 5.0% | 2.6% | 4.9% | 4.1% | 6.5% | 3.4% | 5.0% | 4.2% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q18c Maintenance of residential property in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 20.5% | 16.5% | 19.9% | 14.3% | 13.5% | 14.5% | 15.8% | 14.1% | 15.6% | 15.6% | 15.6% |
| 4=Satisfied | 43.4% | 51.5% | 47.7% | 44.7% | 50.8% | 49.0% | 49.6% | 49.3% | 51.2% | 46.4% | 48.9% |
| 3=Neutral | 20.5% | 22.0% | 19.1% | 24.0% | 20.1% | 21.5% | 18.7% | 17.1% | 19.5% | 20.6% | 20.0% |
| 2=Dissatisfied | 14.5% | 8.0% | 10.8% | 13.0% | 12.5% | 9.9% | 11.8% | 13.2% | 10.7% | 12.3% | 11.5% |
| 1=Very dissatisfied | 1.2% | 2.0% | 2.5% | 4.0% | 3.0% | 5.0% | 4.0% | 6.3% | 2.9% | 5.1% | 4.0% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q18d Maintenance of business property in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 18.5% | 12.8% | 13.7% | 11.5% | 10.8% | 9.5% | 10.2% | 11.3% | 10.8% | 11.5% | 11.1% |
| 4=Satisfied | 35.8% | 48.7% | 48.5% | 46.9% | 47.6% | 45.3% | 48.4% | 46.9% | 47.7% | 46.6% | 47.1% |
| 3=Neutral | 27.2% | 29.2% | 24.4% | 26.9% | 28.5% | 29.0% | 26.3% | 22.3% | 27.2% | 26.1% | 26.7% |
| 2=Dissatisfied | 16.0% | 7.7% | 9.5% | 8.7% | 9.4% | 11.6% | 11.0% | 14.4% | 10.7% | 11.0% | 10.9% |
| 1=Very dissatisfied | 2.5% | 1.5% | 3.8% | 5.9% | 3.8% | 4.6% | 4.1% | 5.1% | 3.6% | 4.8% | 4.2% |

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q18e Cleanliness of waterways near your home

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.4% | 14.1% | 14.3% | 12.7% | 12.3% | 9.9% | 8.7% | 11.0% | 11.5% | 10.1% | 10.8% |
| 4=Satisfied | 43.0% | 40.1% | 40.9% | 39.3% | 37.2% | 38.7% | 38.8% | 38.9% | 38.9% | 39.3% | 39.1% |
| 3=Neutral | 17.7% | 23.7% | 26.3% | 29.2% | 29.1% | 29.4% | 29.7% | 28.3% | 26.9% | 30.0% | 28.4% |
| 2=Dissatisfied | 20.3% | 16.4% | 14.3% | 13.1% | 17.2% | 15.5% | 16.1% | 14.1% | 16.1% | 15.0% | 15.6% |
| 1=Very dissatisfied | 7.6% | 5.6% | 4.2% | 5.6% | 4.2% | 6.5% | 6.7% | 7.8% | 6.7% | 5.6% | 6.1% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19a Development & land use in the County

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 5.6% | 3.8% | 3.2% | 3.1% | 3.5% | 5.2% | 3.7% | 3.9% | 3.8% |
| 4=Satisfied | 21.4% | 24.8% | 24.4% | 22.4% | 25.2% | 20.3% | 17.1% | 20.6% | 19.7% | 21.6% | 20.6% |
| 3=Neutral | 38.1% | 32.7% | 25.8% | 31.7% | 26.4% | 30.0% | 30.4% | 28.8% | 30.2% | 29.5% | 29.8% |
| 2=Dissatisfied | 15.5% | 16.3% | 19.9% | 18.6% | 19.1% | 20.6% | 21.2% | 18.4% | 20.4% | 19.0% | 19.8% |
| 1=Very dissatisfied | 11.9% | 7.4% | 9.1% | 9.0% | 12.1% | 14.1% | 15.8% | 10.4% | 13.7% | 11.5% | 12.6% |
| 9=Don't know | 10.7% | 14.4% | 15.3% | 14.4% | 14.0% | 11.9% | 12.1% | 16.6% | 12.3% | 14.5% | 13.3% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19b Development & land use in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 7.9% | 7.3% | 5.1% | 4.5% | 4.2% | 5.1% | 5.2% | 5.7% | 4.7% | 5.2% |
| 4=Satisfied | 28.6% | 33.2% | 31.0% | 28.2% | 32.5% | 28.6% | 28.1% | 25.5% | 28.7% | 29.3% | 29.0% |
| 3=Neutral | 39.3% | 29.7% | 27.9% | 29.5% | 28.0% | 33.1% | 30.3% | 30.7% | 31.3% | 29.6% | 30.5% |
| 2=Dissatisfied | 11.9% | 12.4% | 15.7% | 16.3% | 15.0% | 16.8% | 16.2% | 15.0% | 15.9% | 15.3% | 15.7% |
| 1=Very dissatisfied | 8.3% | 5.4% | 5.6% | 7.1% | 8.0% | 7.6% | 10.5% | 7.4% | 7.9% | 8.6% | 8.2% |
| 9=Don't know | 9.5% | 11.4% | 12.5% | 13.8% | 12.1% | 9.8% | 9.8% | 16.3% | 10.5% | 12.4% | 11.4% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19c How well the County is managing growth

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 3.5% | 5.9% | 2.9% | 2.2% | 3.6% | 3.3% | 3.7% | 3.5% | 3.4% | 3.5% |
| 4=Satisfied | 14.3% | 19.3% | 18.5% | 15.1% | 16.9% | 14.1% | 14.7% | 19.3% | 15.1% | 16.9% | 15.9% |
| 3=Neutral | 35.7% | 28.7% | 23.0% | 30.1% | 23.9% | 27.1% | 26.6% | 23.9% | 27.0% | 26.1% | 26.6% |
| 2=Dissatisfied | 16.7% | 23.8% | 23.0% | 20.8% | 27.1% | 24.6% | 23.1% | 22.1% | 24.5% | 21.9% | 23.3% |
| 1=Very dissatisfied | 16.7% | 11.9% | 15.7% | 15.1% | 17.2% | 21.9% | 22.4% | 15.3% | 19.5% | 18.3% | 18.9% |
| 9=Don't know | 14.3% | 12.9% | 13.9% | 16.0% | 12.7% | 8.7% | 9.9% | 15.6% | 10.4% | 13.4% | 11.8% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19d Opportunities for involvement in community economic development efforts

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.6% | 3.5% | 4.2% | 1.3% | 2.2% | 2.5% | 2.7% | 3.1% | 3.0% | 2.4% | 2.7% |
| 4=Satisfied | 10.7% | 14.9% | 14.6% | 13.8% | 13.7% | 15.2% | 14.0% | 14.1% | 13.8% | 14.7% | 14.2% |
| 3=Neutral | 35.7% | 35.6% | 32.4% | 34.0% | 34.4% | 32.2% | 34.6% | 35.9% | 36.5% | 31.6% | 34.1% |
| 2=Dissatisfied | 10.7% | 14.4% | 13.9% | 14.7% | 16.6% | 16.8% | 13.9% | 15.3% | 14.8% | 14.9% | 14.9% |
| 1=Very dissatisfied | 6.0% | 6.9% | 8.0% | 9.3% | 8.6% | 11.8% | 10.4% | 5.5% | 8.9% | 9.7% | 9.3% |
| 9=Don't know | 33.3% | 24.8% | 26.8% | 26.9% | 24.5% | 21.5% | 24.4% | 26.1% | 23.0% | 26.7% | 24.8% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19e Effectiveness of revitalization efforts in low income areas

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.2% | 3.0% | 3.1% | 1.6% | 1.6% | 3.1% | 2.5% | 2.5% | 2.2% | 2.7% | 2.5% |
| 4=Satisfied | 4.8% | 16.3% | 15.0% | 11.5% | 10.8% | 12.8% | 11.4% | 12.0% | 11.9% | 12.4% | 12.1% |
| 3=Neutral | 26.2% | 22.3% | 26.5% | 32.4% | 29.6% | 25.7% | 30.9% | 30.1% | 30.4% | 27.2% | 28.8% |
| 2=Dissatisfied | 14.3% | 19.8% | 19.2% | 16.0% | 19.1% | 19.5% | 19.0% | 15.3% | 18.7% | 17.9% | 18.4% |
| 1=Very dissatisfied | 13.1% | 11.9% | 7.3% | 12.8% | 10.8% | 15.2% | 13.2% | 11.7% | 11.1% | 14.0% | 12.5% |
| 9=Don't know | 40.5% | 26.7% | 28.9% | 25.6% | 28.0% | 23.7% | 23.0% | 28.5% | 25.8% | 25.7% | 25.7% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19f County process for getting building permits

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.2% | 2.5% | 2.8% | 0.6% | 2.5% | 2.5% | 2.5% | 1.5% | 2.3% | 2.2% | 2.2% |
| 4=Satisfied | 8.3% | 12.9% | 13.2% | 11.9% | 10.5% | 11.4% | 11.2% | 14.4% | 11.2% | 12.4% | 11.8% |
| 3=Neutral | 27.4% | 27.7% | 19.5% | 31.1% | 24.8% | 26.0% | 26.0% | 25.8% | 26.6% | 25.3% | 25.9% |
| 2=Dissatisfied | 7.1% | 12.9% | 15.3% | 14.4% | 13.4% | 14.6% | 19.0% | 17.5% | 17.5% | 14.3% | 16.0% |
| 1=Very dissatisfied | 14.3% | 8.4% | 16.0% | 13.1% | 15.3% | 18.3% | 15.8% | 12.3% | 15.9% | 14.1% | 15.1% |
| 9=Don't know | 41.7% | 35.6% | 33.1% | 28.8% | 33.4% | 27.1% | 25.5% | 28.5% | 26.4% | 31.7% | 29.0% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19g County process for conducting building inspections

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 1.2% | 3.5% | 2.8% | 1.6% | 3.2% | 2.4% | 2.3% | 2.1% | 2.5% | 2.4% | 2.4% |
| 4=Satisfied | 6.0% | 12.9% | 13.9% | 10.9% | 9.9% | 13.9% | 12.2% | 13.5% | 12.7% | 12.0% | 12.3% |
| 3=Neutral | 27.4% | 24.3% | 20.2% | 30.4% | 26.8% | 25.1% | 28.1% | 31.3% | 28.0% | 26.0% | 27.0% |
| 2=Dissatisfied | 4.8% | 12.4% | 16.4% | 15.4% | 11.8% | 15.0% | 17.8% | 14.7% | 16.7% | 13.8% | 15.3% |
| 1=Very dissatisfied | 13.1% | 8.9% | 12.5% | 10.9% | 13.1% | 17.0% | 13.9% | 9.5% | 13.2% | 13.1% | 13.2% |
| 9=Don't know | 47.6% | 38.1% | 34.1% | 30.8% | 35.4% | 26.6% | 25.6% | 28.8% | 26.9% | 32.8% | 29.8% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19h Property Appraisers Office

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 3.5% | 4.5% | 1.0% | 2.9% | 2.9% | 3.6% | 2.5% | 3.3% | 2.7% | 3.0% |
| 4=Satisfied | 9.5% | 20.3% | 18.8% | 21.2% | 18.5% | 21.5% | 19.4% | 19.6% | 18.2% | 21.2% | 19.6% |
| 3=Neutral | 26.2% | 29.7% | 30.7% | 31.1% | 30.3% | 33.3% | 35.0% | 31.6% | 31.8% | 33.2% | 32.5% |
| 2=Dissatisfied | 10.7% | 9.4% | 10.1% | 10.3% | 10.2% | 11.9% | 13.3% | 13.8% | 14.1% | 9.4% | 11.9% |
| 1=Very dissatisfied | 7.1% | 7.4% | 12.9% | 11.9% | 11.1% | 12.1% | 12.5% | 10.1% | 13.7% | 9.3% | 11.6% |
| 9=Don't know | 44.0% | 29.7% | 23.0% | 24.7% | 27.1% | 18.3% | 16.3% | 22.4% | 18.8% | 24.1% | 21.4% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19i Tax Collectors Office

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.4% | 4.5% | 4.5% | 3.2% | 2.9% | 3.3% | 4.2% | 4.0% | 3.8% | 3.7% | 3.8% |
| 4=Satisfied | 13.1% | 24.3% | 22.0% | 22.8% | 20.4% | 21.3% | 23.6% | 20.9% | 22.1% | 22.2% | 22.1% |
| 3=Neutral | 29.8% | 33.2% | 31.7% | 31.4% | 32.8% | 37.1% | 38.6% | 33.1% | 36.4% | 34.1% | 35.3% |
| 2=Dissatisfied | 9.5% | 9.9% | 8.4% | 7.1% | 9.2% | 9.0% | 8.7% | 8.6% | 9.5% | 7.8% | 8.7% |
| 1=Very dissatisfied | 6.0% | 3.5% | 10.5% | 9.3% | 8.3% | 9.2% | 8.0% | 9.5% | 9.6% | 7.2% | 8.4% |
| 9=Don't know | 39.3% | 24.8% | 23.0% | 26.3% | 26.4% | 20.1% | 16.8% | 23.9% | 18.6% | 25.0% | 21.7% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19a Development & land use in the County

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.7% | 5.2% | 6.6% | 4.5% | 3.7% | 3.5% | 3.9% | 6.3% | 4.2% | 4.6% | 4.4% |
| 4=Satisfied | 24.0% | 28.9% | 28.8% | 26.2% | 29.3% | 23.0% | 19.4% | 24.6% | 22.5% | 25.2% | 23.8% |
| 3=Neutral | 42.7% | 38.2% | 30.5% | 37.1% | 30.7% | 34.1% | 34.5% | 34.6% | 34.4% | 34.4% | 34.4% |
| 2=Dissatisfied | 17.3% | 19.1% | 23.5% | 21.7% | 22.2% | 23.4% | 24.1% | 22.1% | 23.2% | 22.3% | 22.8% |
| 1=Very dissatisfied | 13.3% | 8.7% | 10.7% | 10.5% | 14.1% | 16.0% | 18.0% | 12.5% | 15.6% | 13.5% | 14.6% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19b Development & land use in your neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.6% | 8.9% | 8.4% | 5.9% | 5.1% | 4.6% | 5.7% | 6.2% | 6.3% | 5.4% | 5.9% |
| 4=Satisfied | 31.6% | 37.4% | 35.5% | 32.7% | 37.0% | 31.7% | 31.2% | 30.4% | 32.0% | 33.5% | 32.7% |
| 3=Neutral | 43.4% | 33.5% | 31.9% | 34.2% | 31.9% | 36.7% | 33.6% | 36.6% | 35.0% | 33.9% | 34.4% |
| 2=Dissatisfied | 13.2% | 14.0% | 17.9% | 19.0% | 17.0% | 18.6% | 17.9% | 17.9% | 17.8% | 17.5% | 17.7% |
| 1=Very dissatisfied | 9.2% | 6.1% | 6.4% | 8.2% | 9.1% | 8.4% | 11.6% | 8.8% | 8.8% | 9.8% | 9.3% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19c How well the County is managing growth

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.8% | 4.0% | 6.9% | 3.4% | 2.6% | 4.0% | 3.6% | 4.4% | 3.9% | 3.9% | 3.9% |
| 4=Satisfied | 16.7% | 22.2% | 21.5% | 17.9% | 19.3% | 15.4% | 16.3% | 22.9% | 16.8% | 19.5% | 18.1% |
| 3=Neutral | 41.7% | 33.0% | 26.7% | 35.9% | 27.4% | 29.7% | 29.6% | 28.4% | 30.1% | 30.2% | 30.1% |
| 2=Dissatisfied | 19.4% | 27.3% | 26.7% | 24.8% | 31.0% | 26.9% | 25.6% | 26.2% | 27.4% | 25.3% | 26.4% |
| 1=Very dissatisfied | 19.4% | 13.6% | 18.2% | 17.9% | 19.7% | 24.0% | 24.9% | 18.2% | 21.8% | 21.1% | 21.4% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19d Opportunities for involvement in community economic development efforts

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 5.4% | 4.6% | 5.7% | 1.8% | 3.0% | 3.2% | 3.6% | 4.1% | 3.9% | 3.3% | 3.6% |
| 4=Satisfied | 16.1% | 19.7% | 20.0% | 18.9% | 18.1% | 19.4% | 18.5% | 19.1% | 17.9% | 20.0% | 18.9% |
| 3=Neutral | 53.6% | 47.4% | 44.3% | 46.5% | 45.6% | 41.0% | 45.7% | 48.5% | 47.4% | 43.1% | 45.4% |
| 2=Dissatisfied | 16.1% | 19.1% | 19.0% | 20.2% | 21.9% | 21.4% | 18.4% | 20.7% | 19.2% | 20.4% | 19.8% |
| 1=Very dissatisfied | 8.9% | 9.2% | 11.0% | 12.7% | 11.4% | 15.0% | 13.7% | 7.5% | 11.6% | 13.2% | 12.3% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19e Effectiveness of revitalization efforts in low income areas

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.0% | 4.1% | 4.4% | 2.2% | 2.2% | 4.0% | 3.3% | 3.4% | 3.0% | 3.7% | 3.3% |
| 4=Satisfied | 8.0% | 22.3% | 21.1% | 15.5% | 15.0% | 16.8% | 14.8% | 16.7% | 16.0% | 16.7% | 16.3% |
| 3=Neutral | 44.0% | 30.4% | 37.3% | 43.5% | 41.2% | 33.6% | 40.2% | 42.1% | 40.9% | 36.6% | 38.8% |
| 2=Dissatisfied | 24.0% | 27.0% | 27.0% | 21.6% | 26.5% | 25.6% | 24.6% | 21.5% | 25.2% | 24.1% | 24.7% |
| 1=Very dissatisfied | 22.0% | 16.2% | 10.3% | 17.2% | 15.0% | 19.9% | 17.1% | 16.3% | 14.9% | 18.8% | 16.8% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19f County process for getting building permits

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.0% | 3.8% | 4.2% | 0.9% | 3.8% | 3.5% | 3.4% | 2.1% | 3.1% | 3.2% | 3.1% |
| 4=Satisfied | 14.3% | 20.0% | 19.8% | 16.7% | 15.8% | 15.6% | 15.1% | 20.2% | 15.3% | 18.1% | 16.6% |
| 3=Neutral | 46.9% | 43.1% | 29.2% | 43.7% | 37.3% | 35.7% | 34.9% | 36.1% | 36.1% | 37.0% | 36.5% |
| 2=Dissatisfied | 12.2% | 20.0% | 22.9% | 20.3% | 20.1% | 20.1% | 25.5% | 24.5% | 23.8% | 21.0% | 22.6% |
| 1=Very dissatisfied | 24.5% | 13.1% | 24.0% | 18.5% | 23.0% | 25.1% | 21.2% | 17.2% | 21.7% | 20.7% | 21.2% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19g County process for conducting building inspections

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 2.3% | 5.6% | 4.2% | 2.3% | 4.9% | 3.2% | 3.1% | 3.0% | 3.4% | 3.5% | 3.4% |
| 4=Satisfied | 11.4% | 20.8% | 21.2% | 15.7% | 15.3% | 19.0% | 16.5% | 19.0% | 17.3% | 17.8% | 17.5% |
| 3=Neutral | 52.3% | 39.2% | 30.7% | 44.0% | 41.4% | 34.2% | 37.8% | 44.0% | 38.4% | 38.7% | 38.5% |
| 2=Dissatisfied | 9.1% | 20.0% | 24.9% | 22.2% | 18.2% | 20.4% | 23.9% | 20.7% | 22.8% | 20.5% | 21.8% |
| 1=Very dissatisfied | 25.0% | 14.4% | 19.0% | 15.7% | 20.2% | 23.2% | 18.7% | 13.4% | 18.1% | 19.5% | 18.7% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19h Property Appraisers Office

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 4.3% | 4.9% | 5.9% | 1.3% | 3.9% | 3.5% | 4.2% | 3.2% | 4.1% | 3.6% | 3.9% |
| 4=Satisfied | 17.0% | 28.9% | 24.4% | 28.1% | 25.3% | 26.3% | 23.2% | 25.3% | 22.4% | 27.9% | 25.0% |
| 3=Neutral | 46.8% | 42.3% | 39.8% | 41.3% | 41.5% | 40.7% | 41.7% | 40.7% | 39.2% | 43.8% | 41.3% |
| 2=Dissatisfied | 19.1% | 13.4% | 13.1% | 13.6% | 14.0% | 14.6% | 15.8% | 17.8% | 17.4% | 12.4% | 15.1% |
| 1=Very dissatisfied | 12.8% | 10.6% | 16.7% | 15.7% | 15.3% | 14.8% | 15.0% | 13.0% | 16.9% | 12.2% | 14.7% |

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q19i Tax Collectors Office

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 3.9% | 5.9% | 5.9% | 4.3% | 3.9% | 4.1% | 5.1% | 5.2% | 4.7% | 5.0% | 4.8% |
| 4=Satisfied | 21.6% | 32.2% | 28.5% | 30.9% | 27.7% | 26.7% | 28.4% | 27.4% | 27.2% | 29.6% | 28.3% |
| 3=Neutral | 49.0% | 44.1% | 41.2% | 42.6% | 44.6% | 46.4% | 46.4% | 43.5% | 44.7% | 45.5% | 45.0% |
| 2=Dissatisfied | 15.7% | 13.2% | 10.9% | 9.6% | 12.6% | 11.3% | 10.4% | 11.3% | 11.7% | 10.4% | 11.1% |
| 1=Very dissatisfied | 9.8% | 4.6% | 13.6% | 12.6% | 11.3% | 11.5% | 9.7% | 12.5% | 11.8% | 9.6% | 10.8% |

Q20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q20 Contact by phone or in-person

| | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Yes | 58.3% | 53.5% | 54.4% | 50.3% | 51.9% | 57.0% | 53.6% | 57.1% | 51.6% | 57.0% | 54.2% |
| 2=No | 41.7% | 46.0% | 44.6% | 49.0% | 47.5% | 42.5% | 45.4% | 39.0% | 47.2% | 42.0% | 44.7% |
| 9=No response | 0.0% | 0.5% | 1.0% | 0.6% | 0.6% | 0.5% | 1.0% | 4.0% | 1.2% | 1.0% | 1.1% |

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---------------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q20a County services contacted</u> | | | | | | | | | | | |
| 01=311/County Answer Center | 10.2% | 18.5% | 16.0% | 17.2% | 14.1% | 15.9% | 17.1% | 18.3% | 17.2% | 15.8% | 16.5% |
| 02=911/Emergency Services | 14.3% | 13.0% | 23.7% | 14.6% | 21.5% | 16.2% | 18.3% | 19.9% | 16.6% | 19.5% | 18.1% |
| 03=Library services | 24.5% | 25.9% | 30.1% | 27.4% | 27.6% | 25.1% | 23.7% | 30.1% | 23.9% | 28.2% | 26.1% |
| 04=Parks and recreation programs | 30.6% | 18.5% | 19.9% | 25.5% | 18.4% | 18.1% | 15.4% | 12.9% | 15.3% | 20.3% | 17.9% |
| 05=Police (non-emergency) | 26.5% | 22.2% | 39.1% | 29.9% | 33.1% | 28.6% | 34.0% | 31.2% | 32.1% | 31.5% | 31.8% |
| 06=Property appraisal | 16.3% | 15.7% | 22.4% | 15.9% | 12.9% | 14.6% | 17.6% | 10.8% | 18.1% | 14.0% | 16.0% |
| 07=Property tax collection | 20.4% | 24.1% | 28.2% | 21.0% | 17.8% | 19.7% | 22.2% | 21.0% | 25.0% | 18.5% | 21.7% |
| 08=Street maintenance | 6.1% | 13.0% | 17.3% | 16.6% | 15.3% | 15.6% | 22.5% | 17.2% | 19.6% | 16.2% | 17.9% |
| 09=Transit services | 6.1% | 13.0% | 14.1% | 12.7% | 14.7% | 14.3% | 11.3% | 10.8% | 10.9% | 14.0% | 12.5% |

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|-------------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| 10=Garbage collection/ recycling | 18.4% | 22.2% | 28.2% | 24.8% | 34.4% | 31.1% | 33.2% | 27.4% | 28.9% | 30.9% | 29.9% |
| 11=Water & sewer services | 14.3% | 18.5% | 19.2% | 23.6% | 19.6% | 18.7% | 20.1% | 25.8% | 20.5% | 20.3% | 20.4% |
| 99=Other | 26.5% | 17.6% | 15.4% | 12.1% | 16.0% | 18.7% | 17.8% | 12.4% | 15.1% | 18.3% | 16.7% |
| 00=No response | 2.0% | 0.9% | 0.0% | 0.0% | 1.2% | 1.3% | 0.9% | 0.0% | 1.1% | 0.5% | 0.8% |

Q20a County services contacted (Cont.)

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21a It was easy to find the person who could address my request

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 9.5% | 9.9% | 11.5% | 7.7% | 6.7% | 6.7% | 7.9% | 7.7% | 7.6% | 8.4% | 8.0% |
| 4=Agree | 25.0% | 30.2% | 25.4% | 28.8% | 28.3% | 27.3% | 26.9% | 27.9% | 26.7% | 28.2% | 27.4% |
| 3=Neutral | 26.2% | 25.2% | 20.6% | 21.5% | 19.4% | 19.5% | 19.6% | 17.8% | 21.5% | 18.8% | 20.2% |
| 2=Disagree | 10.7% | 11.9% | 15.0% | 13.5% | 15.9% | 15.6% | 16.9% | 17.5% | 14.9% | 16.4% | 15.6% |
| 1=Strongly disagree | 7.1% | 6.4% | 8.4% | 9.6% | 9.9% | 10.3% | 8.2% | 7.7% | 8.6% | 8.8% | 8.7% |
| 9=Don't know | 21.4% | 16.3% | 19.2% | 18.9% | 19.7% | 20.6% | 20.5% | 21.5% | 20.6% | 19.4% | 20.0% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21b County employees that assisted me were courteous & professional

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 10.7% | 10.9% | 15.0% | 12.2% | 6.7% | 10.5% | 11.7% | 11.3% | 10.3% | 12.2% | 11.2% |
| 4=Agree | 31.0% | 31.7% | 31.0% | 31.7% | 35.0% | 31.1% | 33.5% | 29.4% | 33.0% | 31.3% | 32.2% |
| 3=Neutral | 21.4% | 26.2% | 22.0% | 22.8% | 19.1% | 23.0% | 21.6% | 22.4% | 21.7% | 22.5% | 22.1% |
| 2=Disagree | 9.5% | 10.4% | 8.4% | 7.4% | 11.1% | 9.2% | 8.1% | 10.7% | 8.8% | 9.2% | 9.0% |
| 1=Strongly disagree | 4.8% | 4.5% | 4.9% | 6.7% | 8.3% | 6.1% | 5.3% | 4.6% | 5.9% | 5.6% | 5.7% |
| 9=Don't know | 22.6% | 16.3% | 18.8% | 19.2% | 19.7% | 20.1% | 19.8% | 21.5% | 20.3% | 19.1% | 19.7% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21c I was able to get my question or concern resolved

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 9.5% | 10.9% | 11.5% | 10.3% | 6.1% | 8.5% | 8.8% | 9.8% | 8.5% | 9.8% | 9.1% |
| 4=Agree | 32.1% | 31.7% | 32.4% | 27.2% | 35.4% | 28.8% | 30.2% | 29.8% | 30.6% | 30.4% | 30.5% |
| 3=Neutral | 21.4% | 20.8% | 20.9% | 23.7% | 19.4% | 20.6% | 20.2% | 19.9% | 22.1% | 19.1% | 20.6% |
| 2=Disagree | 9.5% | 13.9% | 8.7% | 10.3% | 10.8% | 13.2% | 11.4% | 10.7% | 10.4% | 12.3% | 11.3% |
| 1=Strongly disagree | 7.1% | 5.9% | 7.3% | 9.9% | 8.9% | 8.7% | 8.7% | 8.6% | 7.9% | 9.1% | 8.5% |
| 9=Don't know | 20.2% | 16.8% | 19.2% | 18.6% | 19.4% | 20.3% | 20.7% | 21.2% | 20.5% | 19.4% | 19.9% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21d Response time to address my request was reasonable

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 10.7% | 9.4% | 10.8% | 8.7% | 5.1% | 7.4% | 8.5% | 8.6% | 7.8% | 8.9% | 8.3% |
| 4=Agree | 27.4% | 28.2% | 25.4% | 25.0% | 29.9% | 24.4% | 27.8% | 28.8% | 26.3% | 27.9% | 27.0% |
| 3=Neutral | 20.2% | 21.8% | 21.3% | 25.0% | 21.0% | 22.8% | 20.9% | 19.9% | 22.0% | 21.3% | 21.6% |
| 2=Disagree | 10.7% | 17.3% | 13.6% | 12.2% | 12.7% | 14.5% | 12.2% | 11.3% | 13.4% | 12.5% | 13.0% |
| 1=Strongly disagree | 9.5% | 6.9% | 9.4% | 10.6% | 11.5% | 10.3% | 9.6% | 8.9% | 9.9% | 9.6% | 9.8% |
| 9=Don't know | 21.4% | 16.3% | 19.5% | 18.6% | 19.7% | 20.6% | 20.9% | 22.4% | 20.7% | 19.8% | 20.3% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21e County employees went the extra mile to get my issue resolved

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 8.3% | 5.4% | 7.7% | 6.4% | 3.8% | 6.3% | 6.5% | 7.7% | 6.5% | 6.3% | 6.4% |
| 4=Agree | 15.5% | 15.8% | 15.7% | 13.1% | 16.9% | 15.4% | 15.6% | 16.6% | 14.5% | 16.8% | 15.6% |
| 3=Neutral | 33.3% | 31.7% | 26.5% | 28.8% | 26.8% | 23.0% | 28.5% | 26.4% | 29.2% | 25.3% | 27.3% |
| 2=Disagree | 9.5% | 16.3% | 17.8% | 16.3% | 15.3% | 17.9% | 13.7% | 12.9% | 13.9% | 16.6% | 15.2% |
| 1=Strongly disagree | 11.9% | 9.9% | 9.8% | 14.4% | 14.3% | 14.8% | 12.3% | 13.2% | 12.7% | 13.0% | 12.9% |
| 9=Don't know | 21.4% | 20.8% | 22.6% | 20.8% | 22.9% | 22.6% | 23.3% | 23.3% | 23.2% | 22.0% | 22.6% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21f I was satisfied with my experience

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 10.7% | 10.4% | 12.5% | 8.7% | 6.4% | 8.7% | 9.3% | 9.5% | 8.6% | 9.9% | 9.2% |
| 4=Agree | 25.0% | 23.8% | 22.3% | 25.0% | 24.5% | 22.8% | 24.4% | 23.3% | 23.4% | 24.3% | 23.9% |
| 3=Neutral | 22.6% | 27.2% | 27.2% | 24.0% | 25.2% | 23.9% | 22.9% | 25.2% | 25.5% | 23.0% | 24.3% |
| 2=Disagree | 10.7% | 15.3% | 10.5% | 12.2% | 13.1% | 11.8% | 12.7% | 11.3% | 11.9% | 12.6% | 12.3% |
| 1=Strongly disagree | 9.5% | 7.4% | 8.4% | 10.6% | 10.8% | 12.5% | 10.9% | 9.8% | 10.1% | 11.1% | 10.5% |
| 9=Don't know | 21.4% | 15.8% | 19.2% | 19.6% | 20.1% | 20.4% | 19.8% | 20.9% | 20.5% | 19.0% | 19.8% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21a It was easy to find the person who could address my request

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 12.1% | 11.8% | 14.2% | 9.5% | 8.3% | 8.4% | 9.9% | 9.8% | 9.6% | 10.5% | 10.0% |
| 4=Agree | 31.8% | 36.1% | 31.5% | 35.6% | 35.3% | 34.4% | 33.8% | 35.5% | 33.7% | 35.0% | 34.3% |
| 3=Neutral | 33.3% | 30.2% | 25.4% | 26.5% | 24.2% | 24.6% | 24.7% | 22.7% | 27.1% | 23.4% | 25.3% |
| 2=Disagree | 13.6% | 14.2% | 18.5% | 16.6% | 19.8% | 19.6% | 21.3% | 22.3% | 18.8% | 20.3% | 19.5% |
| 1=Strongly disagree | 9.1% | 7.7% | 10.3% | 11.9% | 12.3% | 13.0% | 10.3% | 9.8% | 10.9% | 10.9% | 10.9% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21b County employees that assisted me were courteous & professional

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 13.8% | 13.0% | 18.5% | 15.1% | 8.3% | 13.1% | 14.6% | 14.5% | 12.9% | 15.1% | 14.0% |
| 4=Agree | 40.0% | 37.9% | 38.2% | 39.3% | 43.7% | 38.9% | 41.7% | 37.5% | 41.5% | 38.8% | 40.1% |
| 3=Neutral | 27.7% | 31.4% | 27.0% | 28.2% | 23.8% | 28.7% | 26.9% | 28.5% | 27.3% | 27.8% | 27.5% |
| 2=Disagree | 12.3% | 12.4% | 10.3% | 9.1% | 13.9% | 11.5% | 10.1% | 13.7% | 11.0% | 11.4% | 11.2% |
| 1=Strongly disagree | 6.2% | 5.3% | 6.0% | 8.3% | 10.3% | 7.7% | 6.6% | 5.9% | 7.4% | 6.9% | 7.1% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21c I was able to get my question or concern resolved

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 11.9% | 13.1% | 14.2% | 12.6% | 7.5% | 10.7% | 11.1% | 12.5% | 10.7% | 12.1% | 11.4% |
| 4=Agree | 40.3% | 38.1% | 40.1% | 33.5% | 43.9% | 36.1% | 38.1% | 37.7% | 38.5% | 37.7% | 38.1% |
| 3=Neutral | 26.9% | 25.0% | 25.9% | 29.1% | 24.1% | 25.9% | 25.5% | 25.3% | 27.8% | 23.7% | 25.8% |
| 2=Disagree | 11.9% | 16.7% | 10.8% | 12.6% | 13.4% | 16.6% | 14.4% | 13.6% | 13.1% | 15.3% | 14.2% |
| 1=Strongly disagree | 9.0% | 7.1% | 9.1% | 12.2% | 11.1% | 10.9% | 11.0% | 10.9% | 9.9% | 11.3% | 10.6% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21d Response time to address my request was reasonable

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 13.6% | 11.2% | 13.4% | 10.6% | 6.3% | 9.3% | 10.8% | 11.1% | 9.8% | 11.1% | 10.4% |
| 4=Agree | 34.8% | 33.7% | 31.6% | 30.7% | 37.3% | 30.8% | 35.1% | 37.2% | 33.1% | 34.8% | 33.9% |
| 3=Neutral | 25.8% | 26.0% | 26.4% | 30.7% | 26.2% | 28.7% | 26.5% | 25.7% | 27.7% | 26.5% | 27.1% |
| 2=Disagree | 13.6% | 20.7% | 16.9% | 15.0% | 15.9% | 18.2% | 15.5% | 14.6% | 16.9% | 15.6% | 16.3% |
| 1=Strongly disagree | 12.1% | 8.3% | 11.7% | 13.0% | 14.3% | 13.0% | 12.2% | 11.5% | 12.5% | 12.0% | 12.2% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21e County employees went the extra mile to get my issue resolved

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 10.6% | 6.9% | 9.9% | 8.1% | 5.0% | 8.2% | 8.5% | 10.0% | 8.4% | 8.1% | 8.3% |
| 4=Agree | 19.7% | 20.0% | 20.3% | 16.6% | 21.9% | 19.9% | 20.3% | 21.6% | 18.8% | 21.5% | 20.1% |
| 3=Neutral | 42.4% | 40.0% | 34.2% | 36.4% | 34.7% | 29.7% | 37.1% | 34.4% | 38.1% | 32.5% | 35.3% |
| 2=Disagree | 12.1% | 20.6% | 23.0% | 20.6% | 19.8% | 23.1% | 17.9% | 16.8% | 18.1% | 21.2% | 19.7% |
| 1=Strongly disagree | 15.2% | 12.5% | 12.6% | 18.2% | 18.6% | 19.2% | 16.1% | 17.2% | 16.6% | 16.7% | 16.6% |

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q21f I was satisfied with my experience

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 13.6% | 12.4% | 15.5% | 10.8% | 8.0% | 10.9% | 11.5% | 12.0% | 10.8% | 12.3% | 11.5% |
| 4=Agree | 31.8% | 28.2% | 27.6% | 31.1% | 30.7% | 28.6% | 30.4% | 29.5% | 29.4% | 30.0% | 29.7% |
| 3=Neutral | 28.8% | 32.4% | 33.6% | 29.9% | 31.5% | 30.0% | 28.6% | 31.8% | 32.1% | 28.4% | 30.3% |
| 2=Disagree | 13.6% | 18.2% | 12.9% | 15.1% | 16.3% | 14.8% | 15.9% | 14.3% | 15.0% | 15.6% | 15.3% |
| 1=Strongly disagree | 12.1% | 8.8% | 10.3% | 13.1% | 13.5% | 15.7% | 13.6% | 12.4% | 12.7% | 13.7% | 13.1% |

Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q22 Customer service

| | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| A=Easy to find person who can address request | 17.9% | 24.3% | 27.9% | 26.0% | 23.2% | 26.6% | 28.9% | 20.9% | 26.7% | 25.5% | 26.1% |
| B=Courteous & professional | 16.7% | 16.8% | 15.3% | 15.4% | 16.9% | 13.2% | 12.1% | 14.4% | 14.4% | 13.7% | 14.0% |
| C=Able to get question/ concern resolved | 13.1% | 13.4% | 20.9% | 16.7% | 16.6% | 19.7% | 19.4% | 14.7% | 17.4% | 18.7% | 18.0% |
| D=Response time is reasonable | 21.4% | 16.3% | 21.3% | 21.2% | 21.3% | 20.4% | 17.9% | 15.3% | 19.0% | 19.0% | 19.1% |
| E=Will go extra mile | 11.9% | 20.8% | 23.0% | 21.8% | 20.1% | 23.0% | 20.7% | 17.5% | 20.9% | 20.5% | 20.8% |
| F=Satisfied with my experience | 7.1% | 3.5% | 3.5% | 4.2% | 4.5% | 4.2% | 4.9% | 3.1% | 4.8% | 3.7% | 4.3% |
| Z=No response | 53.6% | 50.0% | 41.8% | 43.9% | 44.6% | 43.9% | 45.0% | 54.6% | 45.6% | 46.3% | 45.9% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q23a Availability of information regarding programs & services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 12.9% | 13.2% | 10.0% | 10.8% | 10.8% | 9.1% | 11.0% | 9.0% | 12.1% | 10.5% |
| 4=Satisfied | 39.3% | 30.7% | 34.1% | 37.3% | 37.9% | 36.7% | 37.1% | 35.6% | 35.4% | 37.4% | 36.4% |
| 3=Neutral | 23.8% | 23.3% | 24.7% | 26.7% | 26.4% | 24.4% | 26.0% | 25.8% | 26.3% | 24.5% | 25.5% |
| 2=Dissatisfied | 8.3% | 15.8% | 11.5% | 6.8% | 9.6% | 9.6% | 6.5% | 7.7% | 9.4% | 7.8% | 8.6% |
| 1=Very dissatisfied | 3.6% | 4.0% | 2.4% | 3.5% | 2.9% | 3.3% | 2.1% | 1.5% | 2.7% | 2.6% | 2.6% |
| 9=Don't know | 15.5% | 13.4% | 13.9% | 15.8% | 12.4% | 15.2% | 19.3% | 18.4% | 17.2% | 15.6% | 16.5% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23b Quality of cultural facilities, theaters, museums & arts centers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.3% | 8.4% | 11.8% | 8.0% | 11.5% | 9.9% | 8.5% | 10.4% | 8.8% | 10.5% | 9.7% |
| 4=Satisfied | 34.5% | 36.1% | 36.6% | 37.5% | 35.4% | 37.4% | 36.5% | 32.5% | 34.4% | 38.1% | 36.2% |
| 3=Neutral | 23.8% | 24.3% | 25.1% | 26.6% | 29.0% | 26.4% | 25.7% | 25.5% | 27.5% | 24.5% | 26.0% |
| 2=Dissatisfied | 8.3% | 16.3% | 10.5% | 9.9% | 9.6% | 8.5% | 7.7% | 9.2% | 9.5% | 9.0% | 9.2% |
| 1=Very dissatisfied | 1.2% | 5.4% | 3.5% | 3.8% | 3.2% | 5.1% | 3.1% | 3.7% | 3.7% | 3.7% | 3.7% |
| 9=Don't know | 17.9% | 9.4% | 12.5% | 14.1% | 11.5% | 12.7% | 18.5% | 18.7% | 16.1% | 14.2% | 15.2% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23c Availability of cultural facilities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.3% | 7.4% | 8.7% | 5.1% | 9.2% | 8.0% | 7.0% | 9.2% | 7.3% | 8.4% | 7.8% |
| 4=Satisfied | 28.6% | 34.7% | 35.5% | 36.5% | 33.8% | 33.3% | 35.0% | 30.4% | 31.9% | 36.4% | 34.1% |
| 3=Neutral | 26.2% | 22.3% | 27.2% | 28.8% | 30.3% | 28.6% | 25.8% | 27.3% | 27.9% | 26.2% | 27.1% |
| 2=Dissatisfied | 9.5% | 16.8% | 12.2% | 10.6% | 11.1% | 10.8% | 10.1% | 11.0% | 12.3% | 9.8% | 11.1% |
| 1=Very dissatisfied | 3.6% | 6.9% | 3.5% | 5.4% | 3.5% | 6.0% | 3.6% | 3.7% | 4.2% | 4.6% | 4.4% |
| 9=Don't know | 17.9% | 11.9% | 12.9% | 13.5% | 12.1% | 13.4% | 18.6% | 18.4% | 16.4% | 14.6% | 15.5% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q23d Availability of arts activities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.3% | 8.9% | 9.4% | 7.7% | 8.6% | 6.7% | 8.5% | 10.1% | 7.5% | 9.7% | 8.5% |
| 4=Satisfied | 32.1% | 29.2% | 34.8% | 33.0% | 33.8% | 37.1% | 32.4% | 29.1% | 30.6% | 35.7% | 33.1% |
| 3=Neutral | 21.4% | 25.2% | 25.4% | 30.4% | 30.3% | 27.3% | 27.1% | 28.8% | 30.1% | 24.9% | 27.5% |
| 2=Dissatisfied | 9.5% | 18.3% | 13.9% | 11.2% | 11.5% | 10.1% | 9.5% | 8.9% | 10.9% | 10.9% | 10.9% |
| 1=Very dissatisfied | 4.8% | 6.9% | 3.5% | 5.8% | 3.5% | 6.3% | 3.0% | 4.3% | 4.3% | 4.5% | 4.4% |
| 9=Don't know | 17.9% | 11.4% | 12.9% | 11.9% | 12.4% | 12.5% | 19.4% | 18.7% | 16.7% | 14.3% | 15.5% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23e Quality of County park system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 16.7% | 10.9% | 11.8% | 9.9% | 8.3% | 7.8% | 9.0% | 7.7% | 8.8% | 9.7% | 9.2% |
| 4=Satisfied | 35.7% | 34.7% | 39.7% | 38.8% | 40.1% | 43.8% | 40.9% | 39.3% | 40.5% | 40.2% | 40.3% |
| 3=Neutral | 25.0% | 31.7% | 25.8% | 27.9% | 26.8% | 24.4% | 24.3% | 26.1% | 25.8% | 25.7% | 25.7% |
| 2=Dissatisfied | 7.1% | 11.9% | 7.0% | 9.3% | 11.5% | 8.9% | 7.9% | 5.8% | 9.2% | 7.7% | 8.5% |
| 1=Very dissatisfied | 0.0% | 4.0% | 3.5% | 3.5% | 2.9% | 4.9% | 3.0% | 3.4% | 3.0% | 3.9% | 3.4% |
| 9=Don't know | 15.5% | 6.9% | 12.2% | 10.6% | 10.5% | 10.3% | 15.0% | 17.8% | 12.7% | 12.8% | 12.8% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23f Quality of park ground maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 16.7% | 10.9% | 11.8% | 9.0% | 8.9% | 9.4% | 8.5% | 8.6% | 8.7% | 10.2% | 9.4% |
| 4=Satisfied | 36.9% | 39.1% | 36.6% | 41.0% | 42.7% | 43.6% | 41.1% | 39.0% | 40.0% | 41.7% | 40.8% |
| 3=Neutral | 22.6% | 27.7% | 28.6% | 25.3% | 25.2% | 21.9% | 25.7% | 25.2% | 26.3% | 24.1% | 25.2% |
| 2=Dissatisfied | 7.1% | 10.9% | 7.7% | 9.6% | 9.9% | 10.1% | 7.2% | 6.4% | 9.0% | 7.9% | 8.4% |
| 1=Very dissatisfied | 1.2% | 4.0% | 2.8% | 3.8% | 2.2% | 4.2% | 3.1% | 3.7% | 3.3% | 3.3% | 3.3% |
| 9=Don't know | 15.5% | 7.4% | 12.5% | 11.2% | 11.1% | 10.8% | 14.4% | 17.2% | 12.8% | 12.8% | 12.8% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23g Quality of park facilities maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 15.5% | 9.4% | 11.1% | 8.0% | 8.9% | 8.3% | 7.9% | 7.7% | 8.2% | 9.2% | 8.7% |
| 4=Satisfied | 32.1% | 38.6% | 36.2% | 37.5% | 38.2% | 39.6% | 38.9% | 38.3% | 37.4% | 39.3% | 38.3% |
| 3=Neutral | 27.4% | 29.2% | 26.8% | 26.6% | 27.4% | 24.8% | 26.2% | 24.8% | 26.9% | 25.5% | 26.2% |
| 2=Dissatisfied | 3.6% | 11.9% | 9.4% | 9.6% | 11.1% | 11.9% | 9.2% | 7.1% | 10.6% | 8.8% | 9.7% |
| 1=Very dissatisfied | 2.4% | 3.0% | 2.4% | 4.8% | 2.2% | 4.5% | 3.1% | 3.4% | 3.2% | 3.5% | 3.4% |
| 9=Don't know | 19.0% | 7.9% | 13.9% | 13.5% | 12.1% | 10.8% | 14.8% | 18.7% | 13.6% | 13.7% | 13.7% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q23h Quality of park programs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 8.9% | 10.1% | 7.7% | 8.0% | 6.9% | 6.6% | 6.7% | 6.7% | 8.3% | 7.5% |
| 4=Satisfied | 26.2% | 23.3% | 27.5% | 29.5% | 32.2% | 30.2% | 30.0% | 29.1% | 27.6% | 31.2% | 29.4% |
| 3=Neutral | 25.0% | 32.7% | 28.9% | 27.6% | 32.2% | 27.8% | 29.6% | 28.8% | 30.6% | 27.9% | 29.3% |
| 2=Dissatisfied | 4.8% | 11.9% | 8.7% | 11.5% | 8.0% | 8.9% | 6.8% | 9.5% | 9.2% | 7.7% | 8.5% |
| 1=Very dissatisfied | 3.6% | 3.5% | 2.8% | 4.2% | 1.3% | 4.9% | 2.8% | 2.1% | 2.5% | 3.8% | 3.1% |
| 9=Don't know | 31.0% | 19.8% | 22.0% | 19.6% | 18.5% | 21.3% | 24.1% | 23.6% | 23.4% | 21.0% | 22.3% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23i Availability of park programs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 9.5% | 7.9% | 9.8% | 8.7% | 7.3% | 6.0% | 6.6% | 6.7% | 6.3% | 8.2% | 7.2% |
| 4=Satisfied | 28.6% | 20.8% | 24.7% | 25.0% | 30.6% | 29.7% | 29.6% | 25.5% | 26.1% | 29.6% | 27.8% |
| 3=Neutral | 20.2% | 27.7% | 27.5% | 27.6% | 31.8% | 30.0% | 28.9% | 29.1% | 30.3% | 27.3% | 28.8% |
| 2=Dissatisfied | 7.1% | 17.3% | 11.5% | 11.5% | 8.9% | 10.1% | 7.1% | 11.3% | 10.4% | 9.0% | 9.8% |
| 1=Very dissatisfied | 2.4% | 3.5% | 4.5% | 6.4% | 2.9% | 4.2% | 2.8% | 3.1% | 3.0% | 4.3% | 3.6% |
| 9=Don't know | 32.1% | 22.8% | 22.0% | 20.8% | 18.5% | 20.1% | 25.0% | 24.2% | 23.8% | 21.5% | 22.7% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23j Availability of green space near your home

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.7% | 8.9% | 13.2% | 9.3% | 9.6% | 9.6% | 8.0% | 9.8% | 9.3% | 9.4% | 9.4% |
| 4=Satisfied | 38.1% | 35.1% | 32.8% | 32.1% | 34.4% | 33.8% | 32.0% | 32.5% | 33.0% | 33.0% | 33.0% |
| 3=Neutral | 25.0% | 19.3% | 20.2% | 26.0% | 24.2% | 21.9% | 23.8% | 22.4% | 22.8% | 23.2% | 23.0% |
| 2=Dissatisfied | 9.5% | 17.8% | 16.7% | 11.5% | 14.3% | 14.1% | 12.5% | 12.0% | 14.3% | 12.6% | 13.5% |
| 1=Very dissatisfied | 3.6% | 12.4% | 5.9% | 9.0% | 7.0% | 11.2% | 8.8% | 6.7% | 8.6% | 8.7% | 8.7% |
| 9=Don't know | 13.1% | 6.4% | 11.1% | 12.2% | 10.5% | 9.4% | 14.9% | 16.6% | 11.9% | 13.0% | 12.5% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23k Quality of the County's library system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 15.5% | 18.8% | 18.1% | 16.0% | 18.5% | 19.3% | 16.6% | 17.5% | 16.9% | 18.3% | 17.6% |
| 4=Satisfied | 31.0% | 33.7% | 39.0% | 40.7% | 40.4% | 41.2% | 40.0% | 36.5% | 37.7% | 40.8% | 39.2% |
| 3=Neutral | 11.9% | 18.8% | 17.1% | 16.3% | 18.8% | 16.6% | 17.8% | 19.0% | 17.9% | 17.1% | 17.5% |
| 2=Dissatisfied | 4.8% | 6.9% | 4.5% | 5.4% | 3.2% | 3.1% | 2.6% | 2.5% | 3.0% | 4.1% | 3.5% |
| 1=Very dissatisfied | 1.2% | 2.5% | 1.4% | 1.0% | 1.0% | 1.3% | 1.3% | 1.5% | 1.4% | 1.2% | 1.3% |
| 9=Don't know | 35.7% | 19.3% | 19.9% | 20.5% | 18.2% | 18.4% | 21.7% | 23.0% | 23.2% | 18.3% | 20.8% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23l Quality of library facilities maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 15.5% | 18.8% | 19.9% | 14.1% | 17.8% | 16.6% | 13.8% | 15.6% | 14.8% | 17.0% | 15.9% |
| 4=Satisfied | 28.6% | 31.2% | 35.2% | 40.7% | 42.7% | 40.1% | 41.5% | 39.9% | 37.6% | 41.6% | 39.5% |
| 3=Neutral | 14.3% | 20.8% | 18.8% | 17.6% | 17.2% | 17.7% | 18.3% | 15.3% | 18.7% | 17.0% | 17.8% |
| 2=Dissatisfied | 4.8% | 4.5% | 4.2% | 5.4% | 2.9% | 4.5% | 2.7% | 4.3% | 3.5% | 4.1% | 3.8% |
| 1=Very dissatisfied | 0.0% | 3.5% | 1.4% | 0.3% | 1.3% | 1.3% | 0.9% | 0.9% | 1.2% | 1.1% | 1.1% |
| 9=Don't know | 36.9% | 21.3% | 20.6% | 21.8% | 18.2% | 19.7% | 22.7% | 23.9% | 24.3% | 19.2% | 21.9% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q23m Availability of the materials you need

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.1% | 16.8% | 17.8% | 12.2% | 15.6% | 16.6% | 14.6% | 15.3% | 14.2% | 16.4% | 15.3% |
| 4=Satisfied | 23.8% | 34.7% | 36.2% | 34.0% | 38.2% | 38.0% | 38.6% | 36.8% | 36.1% | 37.9% | 36.9% |
| 3=Neutral | 19.0% | 17.8% | 18.5% | 20.5% | 19.7% | 19.3% | 18.8% | 19.3% | 20.0% | 18.2% | 19.1% |
| 2=Dissatisfied | 8.3% | 6.9% | 6.6% | 9.6% | 4.5% | 5.4% | 4.2% | 2.1% | 4.1% | 6.5% | 5.3% |
| 1=Very dissatisfied | 0.0% | 3.5% | 1.7% | 2.6% | 2.5% | 1.3% | 1.3% | 1.8% | 1.6% | 1.9% | 1.7% |
| 9=Don't know | 35.7% | 20.3% | 19.2% | 21.2% | 19.4% | 19.3% | 22.5% | 24.5% | 24.0% | 19.0% | 21.6% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q23n Hours libraries are open

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.3% | 12.4% | 15.7% | 13.1% | 15.9% | 14.5% | 12.5% | 14.1% | 13.0% | 14.6% | 13.8% |
| 4=Satisfied | 31.0% | 37.1% | 35.9% | 37.5% | 38.2% | 38.3% | 40.4% | 35.9% | 36.9% | 39.5% | 38.2% |
| 3=Neutral | 15.5% | 18.3% | 22.6% | 19.2% | 18.2% | 19.0% | 18.5% | 19.6% | 19.7% | 18.3% | 19.0% |
| 2=Dissatisfied | 2.4% | 8.4% | 3.5% | 5.8% | 6.4% | 7.1% | 5.1% | 4.9% | 4.9% | 6.4% | 5.6% |
| 1=Very dissatisfied | 1.2% | 3.0% | 2.4% | 4.2% | 2.2% | 2.2% | 1.2% | 2.1% | 1.6% | 2.6% | 2.1% |
| 9=Don't know | 35.7% | 20.8% | 19.9% | 20.2% | 19.1% | 19.0% | 22.2% | 23.3% | 23.9% | 18.5% | 21.3% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23a Availability of information regarding programs & services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 11.3% | 14.9% | 15.4% | 11.8% | 12.4% | 12.8% | 11.2% | 13.5% | 10.8% | 14.3% | 12.6% |
| 4=Satisfied | 46.5% | 35.4% | 39.7% | 44.3% | 43.3% | 43.3% | 45.9% | 43.6% | 42.7% | 44.3% | 43.5% |
| 3=Neutral | 28.2% | 26.9% | 28.7% | 31.7% | 30.2% | 28.8% | 32.2% | 31.6% | 31.8% | 29.1% | 30.5% |
| 2=Dissatisfied | 9.9% | 18.3% | 13.4% | 8.0% | 10.9% | 11.3% | 8.1% | 9.4% | 11.4% | 9.2% | 10.3% |
| 1=Very dissatisfied | 4.2% | 4.6% | 2.8% | 4.2% | 3.3% | 3.8% | 2.5% | 1.9% | 3.3% | 3.0% | 3.2% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23b Quality of cultural facilities, theaters, museums & arts centers

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 17.4% | 9.3% | 13.5% | 9.3% | 12.9% | 11.4% | 10.4% | 12.8% | 10.5% | 12.3% | 11.4% |
| 4=Satisfied | 42.0% | 39.9% | 41.8% | 43.7% | 39.9% | 42.9% | 44.8% | 40.0% | 41.0% | 44.4% | 42.7% |
| 3=Neutral | 29.0% | 26.8% | 28.7% | 31.0% | 32.7% | 30.2% | 31.5% | 31.3% | 32.8% | 28.5% | 30.7% |
| 2=Dissatisfied | 10.1% | 18.0% | 12.0% | 11.6% | 10.8% | 9.7% | 9.4% | 11.3% | 11.3% | 10.5% | 10.9% |
| 1=Very dissatisfied | 1.4% | 6.0% | 4.0% | 4.5% | 3.6% | 5.8% | 3.8% | 4.5% | 4.4% | 4.3% | 4.4% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23c Availability of cultural facilities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 17.4% | 8.4% | 10.0% | 5.9% | 10.5% | 9.2% | 8.6% | 11.3% | 8.7% | 9.8% | 9.3% |
| 4=Satisfied | 34.8% | 39.3% | 40.8% | 42.2% | 38.4% | 38.4% | 42.9% | 37.2% | 38.2% | 42.6% | 40.4% |
| 3=Neutral | 31.9% | 25.3% | 31.2% | 33.3% | 34.4% | 33.0% | 31.7% | 33.5% | 33.4% | 30.7% | 32.1% |
| 2=Dissatisfied | 11.6% | 19.1% | 14.0% | 12.2% | 12.7% | 12.5% | 12.4% | 13.5% | 14.7% | 11.5% | 13.1% |
| 1=Very dissatisfied | 4.3% | 7.9% | 4.0% | 6.3% | 4.0% | 6.9% | 4.4% | 4.5% | 5.0% | 5.4% | 5.2% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23d Availability of arts activities

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 17.4% | 10.1% | 10.8% | 8.7% | 9.8% | 7.6% | 10.6% | 12.5% | 9.0% | 11.3% | 10.1% |
| 4=Satisfied | 39.1% | 33.0% | 40.0% | 37.5% | 38.5% | 42.4% | 40.3% | 35.8% | 36.8% | 41.7% | 39.2% |
| 3=Neutral | 26.1% | 28.5% | 29.2% | 34.5% | 34.5% | 31.2% | 33.6% | 35.5% | 36.1% | 29.0% | 32.6% |
| 2=Dissatisfied | 11.6% | 20.7% | 16.0% | 12.7% | 13.1% | 11.6% | 11.8% | 10.9% | 13.0% | 12.7% | 12.9% |
| 1=Very dissatisfied | 5.8% | 7.8% | 4.0% | 6.5% | 4.0% | 7.2% | 3.7% | 5.3% | 5.1% | 5.3% | 5.2% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23e Quality of County park system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 19.7% | 11.7% | 13.5% | 11.1% | 9.3% | 8.7% | 10.5% | 9.3% | 10.1% | 11.1% | 10.6% |
| 4=Satisfied | 42.3% | 37.2% | 45.2% | 43.4% | 44.8% | 48.8% | 48.1% | 47.8% | 46.4% | 46.1% | 46.2% |
| 3=Neutral | 29.6% | 34.0% | 29.4% | 31.2% | 29.9% | 27.2% | 28.6% | 31.7% | 29.5% | 29.5% | 29.5% |
| 2=Dissatisfied | 8.5% | 12.8% | 7.9% | 10.4% | 12.8% | 9.9% | 9.2% | 7.1% | 10.5% | 8.9% | 9.7% |
| 1=Very dissatisfied | 0.0% | 4.3% | 4.0% | 3.9% | 3.2% | 5.4% | 3.5% | 4.1% | 3.5% | 4.4% | 3.9% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23f Quality of park ground maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 19.7% | 11.8% | 13.5% | 10.1% | 10.0% | 10.5% | 9.9% | 10.4% | 10.0% | 11.7% | 10.8% |
| 4=Satisfied | 43.7% | 42.2% | 41.8% | 46.2% | 48.0% | 48.9% | 48.0% | 47.0% | 45.9% | 47.8% | 46.8% |
| 3=Neutral | 26.8% | 29.9% | 32.7% | 28.5% | 28.3% | 24.5% | 30.0% | 30.4% | 30.1% | 27.6% | 28.9% |
| 2=Dissatisfied | 8.5% | 11.8% | 8.8% | 10.8% | 11.1% | 11.4% | 8.4% | 7.8% | 10.3% | 9.0% | 9.7% |
| 1=Very dissatisfied | 1.4% | 4.3% | 3.2% | 4.3% | 2.5% | 4.7% | 3.6% | 4.4% | 3.8% | 3.8% | 3.8% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23g Quality of park facilities maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 19.1% | 10.2% | 13.0% | 9.3% | 10.1% | 9.3% | 9.3% | 9.4% | 9.5% | 10.6% | 10.0% |
| 4=Satisfied | 39.7% | 41.9% | 42.1% | 43.3% | 43.5% | 44.4% | 45.6% | 47.2% | 43.3% | 45.5% | 44.4% |
| 3=Neutral | 33.8% | 31.7% | 31.2% | 30.7% | 31.2% | 27.8% | 30.7% | 30.6% | 31.2% | 29.6% | 30.4% |
| 2=Dissatisfied | 4.4% | 12.9% | 10.9% | 11.1% | 12.7% | 13.4% | 10.7% | 8.7% | 12.3% | 10.2% | 11.3% |
| 1=Very dissatisfied | 2.9% | 3.2% | 2.8% | 5.6% | 2.5% | 5.1% | 3.6% | 4.2% | 3.7% | 4.1% | 3.9% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q23h Quality of park programs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 13.8% | 11.1% | 12.9% | 9.6% | 9.8% | 8.7% | 8.7% | 8.8% | 8.7% | 10.5% | 9.6% |
| 4=Satisfied | 37.9% | 29.0% | 35.3% | 36.7% | 39.5% | 38.4% | 39.5% | 38.2% | 36.0% | 39.5% | 37.8% |
| 3=Neutral | 36.2% | 40.7% | 37.1% | 34.3% | 39.5% | 35.4% | 39.0% | 37.8% | 39.9% | 35.4% | 37.7% |
| 2=Dissatisfied | 6.9% | 14.8% | 11.2% | 14.3% | 9.8% | 11.3% | 9.0% | 12.4% | 12.0% | 9.8% | 10.9% |
| 1=Very dissatisfied | 5.2% | 4.3% | 3.6% | 5.2% | 1.6% | 6.2% | 3.7% | 2.8% | 3.3% | 4.8% | 4.0% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23i Availability of park programs

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 14.0% | 10.3% | 12.5% | 10.9% | 9.0% | 7.5% | 8.8% | 8.9% | 8.3% | 10.5% | 9.4% |
| 4=Satisfied | 42.1% | 26.9% | 31.7% | 31.6% | 37.5% | 37.1% | 39.5% | 33.6% | 34.2% | 37.8% | 36.0% |
| 3=Neutral | 29.8% | 35.9% | 35.3% | 34.8% | 39.1% | 37.6% | 38.5% | 38.5% | 39.8% | 34.8% | 37.3% |
| 2=Dissatisfied | 10.5% | 22.4% | 14.7% | 14.6% | 10.9% | 12.7% | 9.5% | 15.0% | 13.7% | 11.5% | 12.6% |
| 1=Very dissatisfied | 3.5% | 4.5% | 5.8% | 8.1% | 3.5% | 5.2% | 3.7% | 4.0% | 4.0% | 5.4% | 4.7% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23j Availability of green space near your home

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 12.3% | 9.5% | 14.9% | 10.6% | 10.7% | 10.6% | 9.4% | 11.8% | 10.6% | 10.8% | 10.7% |
| 4=Satisfied | 43.8% | 37.6% | 36.9% | 36.5% | 38.4% | 37.3% | 37.5% | 39.0% | 37.5% | 38.0% | 37.7% |
| 3=Neutral | 28.8% | 20.6% | 22.7% | 29.6% | 27.0% | 24.2% | 28.0% | 26.8% | 25.9% | 26.7% | 26.3% |
| 2=Dissatisfied | 11.0% | 19.0% | 18.8% | 13.1% | 16.0% | 15.6% | 14.7% | 14.3% | 16.2% | 14.5% | 15.4% |
| 1=Very dissatisfied | 4.1% | 13.2% | 6.7% | 10.2% | 7.8% | 12.4% | 10.3% | 8.1% | 9.8% | 10.0% | 9.9% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23k Quality of the County's library system

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 24.1% | 23.3% | 22.6% | 20.2% | 22.6% | 23.7% | 21.2% | 22.7% | 21.9% | 22.4% | 22.2% |
| 4=Satisfied | 48.1% | 41.7% | 48.7% | 51.2% | 49.4% | 50.6% | 51.1% | 47.4% | 49.1% | 50.0% | 49.6% |
| 3=Neutral | 18.5% | 23.3% | 21.3% | 20.6% | 23.0% | 20.4% | 22.7% | 24.7% | 23.2% | 21.0% | 22.1% |
| 2=Dissatisfied | 7.4% | 8.6% | 5.7% | 6.9% | 3.9% | 3.8% | 3.3% | 3.2% | 3.9% | 5.0% | 4.5% |
| 1=Very dissatisfied | 1.9% | 3.1% | 1.7% | 1.2% | 1.2% | 1.6% | 1.7% | 2.0% | 1.8% | 1.5% | 1.7% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23l Quality of library facilities maintenance

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 24.5% | 23.9% | 25.0% | 18.0% | 21.8% | 20.7% | 17.9% | 20.6% | 19.6% | 21.0% | 20.3% |
| 4=Satisfied | 45.3% | 39.6% | 44.3% | 52.0% | 52.1% | 50.0% | 53.7% | 52.4% | 49.7% | 51.5% | 50.6% |
| 3=Neutral | 22.6% | 26.4% | 23.7% | 22.5% | 21.0% | 22.1% | 23.7% | 20.2% | 24.6% | 21.0% | 22.8% |
| 2=Dissatisfied | 7.5% | 5.7% | 5.3% | 7.0% | 3.5% | 5.6% | 3.5% | 5.6% | 4.6% | 5.1% | 4.8% |
| 1=Very dissatisfied | 0.0% | 4.4% | 1.8% | 0.4% | 1.6% | 1.6% | 1.2% | 1.2% | 1.5% | 1.4% | 1.5% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23m Availability of the materials you need

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 20.4% | 21.1% | 22.0% | 15.4% | 19.4% | 20.6% | 18.8% | 20.3% | 18.7% | 20.3% | 19.5% |
| 4=Satisfied | 37.0% | 43.5% | 44.8% | 43.1% | 47.4% | 47.1% | 49.8% | 48.8% | 47.5% | 46.8% | 47.1% |
| 3=Neutral | 29.6% | 22.4% | 22.8% | 26.0% | 24.5% | 24.0% | 24.2% | 25.6% | 26.3% | 22.5% | 24.4% |
| 2=Dissatisfied | 13.0% | 8.7% | 8.2% | 12.2% | 5.5% | 6.7% | 5.4% | 2.8% | 5.4% | 8.1% | 6.7% |
| 1=Very dissatisfied | 0.0% | 4.3% | 2.2% | 3.3% | 3.2% | 1.6% | 1.7% | 2.4% | 2.1% | 2.3% | 2.2% |

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q23n Hours libraries are open

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 22.2% | 15.6% | 19.6% | 16.5% | 19.7% | 17.9% | 16.1% | 18.4% | 17.0% | 17.9% | 17.5% |
| 4=Satisfied | 48.1% | 46.9% | 44.8% | 47.0% | 47.2% | 47.3% | 51.9% | 46.8% | 48.5% | 48.5% | 48.5% |
| 3=Neutral | 24.1% | 23.1% | 28.3% | 24.1% | 22.4% | 23.4% | 23.8% | 25.6% | 25.9% | 22.5% | 24.2% |
| 2=Dissatisfied | 3.7% | 10.6% | 4.3% | 7.2% | 7.9% | 8.7% | 6.6% | 6.4% | 6.4% | 7.9% | 7.1% |
| 1=Very dissatisfied | 1.9% | 3.8% | 3.0% | 5.2% | 2.8% | 2.7% | 1.6% | 2.8% | 2.1% | 3.2% | 2.7% |

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| N=3148 | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q24 Library services</u> | | | | | | | | | | | |
| A=Availability of information | 6.0% | 4.5% | 6.6% | 3.2% | 3.5% | 3.6% | 3.2% | 1.8% | 3.5% | 3.7% | 3.6% |
| B=Quality of cultural facilities | 2.4% | 3.0% | 4.5% | 1.6% | 1.9% | 2.5% | 3.3% | 2.8% | 2.7% | 3.1% | 2.9% |
| C=Availability of cultural facilities | 6.0% | 5.0% | 5.6% | 2.6% | 5.4% | 2.7% | 2.3% | 2.8% | 3.0% | 3.7% | 3.3% |
| D=Availability of arts activities | 6.0% | 5.9% | 6.6% | 3.8% | 5.7% | 3.6% | 2.6% | 3.1% | 3.3% | 4.6% | 3.9% |
| E=Quality of County park system | 1.2% | 2.5% | 3.8% | 2.6% | 3.2% | 4.3% | 2.3% | 2.8% | 2.8% | 3.1% | 3.0% |
| F=Quality of park ground maintenance | 6.0% | 2.0% | 2.4% | 2.2% | 2.2% | 2.4% | 2.1% | 3.7% | 2.2% | 2.7% | 2.4% |
| G=Quality of park facilities maintenance | 3.6% | 3.5% | 2.8% | 2.9% | 2.9% | 2.9% | 3.8% | 1.2% | 2.7% | 3.5% | 3.1% |

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q24 Library services (Cont.)

| | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| H=Quality of park programs | 1.2% | 4.5% | 2.1% | 1.6% | 1.0% | 2.5% | 1.6% | 2.5% | 2.2% | 1.8% | 2.0% |
| I=Availability of park programs | 3.6% | 5.9% | 3.5% | 3.2% | 0.6% | 3.1% | 2.1% | 2.5% | 2.2% | 3.3% | 2.7% |
| J=Availability of green space near your home | 2.4% | 7.9% | 5.2% | 3.8% | 5.1% | 4.3% | 4.2% | 2.8% | 4.8% | 4.1% | 4.4% |
| K=Quality of the County's library system | 7.1% | 12.4% | 8.4% | 13.1% | 8.9% | 11.8% | 7.9% | 7.4% | 9.5% | 9.5% | 9.5% |
| L=Quality of library facilities maintenance | 7.1% | 7.9% | 6.3% | 9.0% | 6.4% | 8.3% | 5.9% | 3.4% | 6.4% | 6.8% | 6.6% |
| M=Availability of the materials you need | 17.9% | 19.8% | 18.5% | 22.8% | 18.2% | 20.1% | 17.5% | 9.8% | 16.6% | 19.5% | 18.0% |
| N=Hours libraries are open | 9.5% | 20.8% | 14.6% | 17.9% | 17.5% | 18.4% | 16.3% | 10.1% | 14.8% | 17.9% | 16.3% |

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q24 Library services (Cont.)

| | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Z=None chosen | 57.1% | 42.1% | 51.9% | 51.0% | 56.1% | 51.4% | 58.8% | 69.9% | 59.0% | 52.5% | 55.8% |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25a Racial tension is a problem in County as a whole

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 9.5% | 11.4% | 10.5% | 14.7% | 12.7% | 16.8% | 17.8% | 12.0% | 12.9% | 17.0% | 14.9% |
| 4=Agree | 25.0% | 27.7% | 22.0% | 28.8% | 33.4% | 29.7% | 32.7% | 23.3% | 28.0% | 30.9% | 29.4% |
| 3=Neutral | 23.8% | 25.7% | 27.5% | 22.8% | 23.9% | 23.1% | 21.7% | 28.5% | 25.6% | 21.9% | 23.8% |
| 2=Disagree | 20.2% | 19.8% | 22.0% | 19.2% | 17.8% | 18.6% | 16.1% | 13.2% | 19.2% | 15.9% | 17.6% |
| 1=Strongly disagree | 6.0% | 10.4% | 9.8% | 5.8% | 5.4% | 4.0% | 4.2% | 7.1% | 5.3% | 6.1% | 5.7% |
| 9=Don't know | 15.5% | 5.0% | 8.4% | 8.7% | 6.7% | 7.8% | 7.6% | 16.0% | 9.0% | 8.2% | 8.6% |

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25b Racial tension is problem in neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 4.8% | 6.4% | 2.4% | 4.8% | 4.8% | 4.0% | 4.4% | 4.9% | 3.8% | 5.0% | 4.4% |
| 4=Agree | 9.5% | 9.9% | 9.4% | 9.9% | 12.1% | 9.6% | 8.4% | 11.7% | 9.1% | 10.3% | 9.7% |
| 3=Neutral | 19.0% | 27.7% | 21.3% | 26.3% | 23.6% | 21.9% | 23.0% | 23.0% | 24.0% | 22.4% | 23.2% |
| 2=Disagree | 41.7% | 29.2% | 40.8% | 37.5% | 35.7% | 40.9% | 38.6% | 28.5% | 36.8% | 37.7% | 37.2% |
| 1=Strongly disagree | 14.3% | 21.8% | 19.5% | 12.8% | 16.9% | 15.2% | 17.7% | 15.3% | 17.2% | 16.4% | 16.8% |
| 9=Don't know | 10.7% | 5.0% | 6.6% | 8.7% | 7.0% | 8.5% | 7.9% | 16.6% | 9.1% | 8.2% | 8.7% |

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25c Good job of promoting positive relations between different groups

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.4% | 9.4% | 7.3% | 7.4% | 7.6% | 5.4% | 7.4% | 9.5% | 7.8% | 6.7% | 7.3% |
| 4=Agree | 16.7% | 21.8% | 24.7% | 26.6% | 23.6% | 25.7% | 27.2% | 24.2% | 25.1% | 25.6% | 25.3% |
| 3=Neutral | 36.9% | 31.7% | 34.1% | 30.1% | 31.2% | 29.5% | 29.7% | 26.1% | 29.9% | 30.6% | 30.2% |
| 2=Disagree | 19.0% | 12.9% | 12.5% | 9.9% | 16.2% | 17.9% | 15.7% | 12.0% | 14.6% | 15.1% | 14.8% |
| 1=Strongly disagree | 6.0% | 9.9% | 7.0% | 8.0% | 7.6% | 9.4% | 8.8% | 10.1% | 8.5% | 8.8% | 8.7% |
| 9=Don't know | 19.0% | 14.4% | 14.3% | 17.9% | 13.7% | 12.1% | 11.2% | 18.1% | 14.1% | 13.3% | 13.7% |

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25a Racial tension is a problem in County as a whole

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 11.3% | 12.0% | 11.4% | 16.1% | 13.7% | 18.2% | 19.2% | 14.2% | 14.2% | 18.5% | 16.3% |
| 4=Agree | 29.6% | 29.2% | 24.0% | 31.6% | 35.8% | 32.2% | 35.4% | 27.7% | 30.8% | 33.6% | 32.2% |
| 3=Neutral | 28.2% | 27.1% | 30.0% | 24.9% | 25.6% | 25.1% | 23.5% | 33.9% | 28.1% | 23.9% | 26.1% |
| 2=Disagree | 23.9% | 20.8% | 24.0% | 21.1% | 19.1% | 20.2% | 17.4% | 15.7% | 21.1% | 17.3% | 19.3% |
| 1=Strongly disagree | 7.0% | 10.9% | 10.6% | 6.3% | 5.8% | 4.3% | 4.6% | 8.4% | 5.8% | 6.6% | 6.2% |

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25b Racial tension is problem in neighborhood

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 5.3% | 6.8% | 2.6% | 5.3% | 5.1% | 4.3% | 4.8% | 5.9% | 4.2% | 5.5% | 4.8% |
| 4=Agree | 10.7% | 10.4% | 10.1% | 10.9% | 13.0% | 10.5% | 9.1% | 14.0% | 10.1% | 11.2% | 10.6% |
| 3=Neutral | 21.3% | 29.2% | 22.8% | 28.8% | 25.3% | 23.9% | 25.0% | 27.6% | 26.4% | 24.4% | 25.4% |
| 2=Disagree | 46.7% | 30.7% | 43.7% | 41.1% | 38.4% | 44.7% | 41.9% | 34.2% | 40.5% | 41.1% | 40.8% |
| 1=Strongly disagree | 16.0% | 22.9% | 20.9% | 14.0% | 18.2% | 16.6% | 19.2% | 18.4% | 18.9% | 17.8% | 18.4% |

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q25c Good job of promoting positive relations between different groups

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Strongly agree | 2.9% | 11.0% | 8.5% | 9.0% | 8.9% | 6.2% | 8.3% | 11.6% | 9.1% | 7.8% | 8.4% |
| 4=Agree | 20.6% | 25.4% | 28.9% | 32.4% | 27.3% | 29.2% | 30.6% | 29.6% | 29.3% | 29.5% | 29.4% |
| 3=Neutral | 45.6% | 37.0% | 39.8% | 36.7% | 36.2% | 33.5% | 33.5% | 31.8% | 34.8% | 35.2% | 35.0% |
| 2=Disagree | 23.5% | 15.0% | 14.6% | 12.1% | 18.8% | 20.4% | 17.7% | 14.6% | 17.0% | 17.4% | 17.2% |
| 1=Strongly disagree | 7.4% | 11.6% | 8.1% | 9.8% | 8.9% | 10.7% | 9.9% | 12.4% | 9.9% | 10.1% | 10.0% |

Q26. In the last 12 months, did you renew your auto tag in Miami-Dade County?

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q26 Did you renew your auto tag

| | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Yes | 76.2% | 86.1% | 87.1% | 84.0% | 87.3% | 88.4% | 88.5% | 81.9% | 88.6% | 84.6% | 86.6% |
| 2=No | 23.8% | 13.4% | 11.8% | 15.4% | 12.1% | 11.2% | 10.7% | 16.0% | 10.5% | 14.7% | 12.6% |
| 9=No response | 0.0% | 0.5% | 1.0% | 0.6% | 0.6% | 0.4% | 0.7% | 2.1% | 0.9% | 0.7% | 0.8% |

Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?

N=2727

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q26a How do you rate that experience

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 25.0% | 43.1% | 37.6% | 42.7% | 46.4% | 43.4% | 48.5% | 42.7% | 43.0% | 45.8% | 44.3% |
| 4=Satisfied | 46.9% | 33.9% | 47.2% | 38.9% | 40.5% | 40.1% | 39.9% | 39.0% | 40.9% | 39.5% | 40.3% |
| 3=Neutral | 9.4% | 10.3% | 5.6% | 9.2% | 8.0% | 9.2% | 5.2% | 8.6% | 7.0% | 7.7% | 7.4% |
| 2=Dissatisfied | 7.8% | 6.3% | 4.0% | 3.1% | 2.6% | 2.7% | 2.9% | 6.0% | 3.7% | 3.4% | 3.6% |
| 1=Very dissatisfied | 6.3% | 4.6% | 3.2% | 2.3% | 1.1% | 1.6% | 1.3% | 1.5% | 2.4% | 1.5% | 1.9% |
| 9=Don't know | 4.7% | 1.7% | 2.4% | 3.8% | 1.5% | 3.1% | 2.3% | 2.2% | 2.9% | 2.1% | 2.5% |

Q26b. What method did you use to renew your auto tag?

N=2727

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| 1=In person at County Government Auto Tag Office | 17.2% | 19.5% | 14.0% | 15.3% | 16.8% | 12.9% | 11.1% | 13.5% | 13.7% | 13.4% | 13.6% |
| 2=In person at privately run auto tag office | 28.1% | 21.3% | 25.2% | 28.6% | 29.6% | 27.8% | 28.2% | 31.5% | 27.4% | 28.5% | 27.9% |
| 3=By mail | 31.3% | 33.3% | 35.2% | 35.1% | 29.9% | 39.5% | 47.4% | 37.1% | 39.5% | 39.8% | 39.6% |
| 4=Via the Internet | 20.3% | 23.6% | 24.8% | 20.6% | 22.3% | 18.6% | 11.6% | 17.2% | 18.1% | 16.9% | 17.5% |
| 9=Don't know | 3.1% | 2.3% | 0.8% | 0.4% | 1.5% | 1.2% | 1.7% | 0.7% | 1.2% | 1.5% | 1.4% |

Q27. Have you heard of Team Metro?

N=3148

| Q29 How many years lived in County | | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|--|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | | 1 | 2 | |

Q27 Have you heard of Team Metro

| | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Yes | 11.9% | 23.3% | 38.0% | 45.2% | 47.1% | 53.7% | 56.0% | 43.3% | 45.3% | 49.7% | 47.4% |
| 2=No | 86.9% | 76.2% | 60.6% | 54.5% | 52.5% | 46.1% | 42.6% | 52.5% | 53.4% | 49.3% | 51.4% |
| 9=No response | 1.2% | 0.5% | 1.4% | 0.3% | 0.3% | 0.2% | 1.4% | 4.3% | 1.4% | 1.0% | 1.2% |

Q27a. How did you learn about Team Metro?

N=1492

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|-------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| 1=Team Metro Office Visit | 10.0% | 29.8% | 27.5% | 36.2% | 19.6% | 22.2% | 18.9% | 28.4% | 21.1% | 24.9% | 23.1% |
| 2=Team Metro Bus | 20.0% | 10.6% | 22.9% | 13.5% | 17.6% | 8.1% | 6.8% | 16.3% | 11.2% | 10.9% | 11.1% |
| 3=Code enforcement | 10.0% | 8.5% | 5.5% | 9.9% | 9.5% | 10.8% | 15.4% | 10.6% | 14.3% | 9.6% | 11.9% |
| 4=Team Metro Outreach Meeting | 10.0% | 0.0% | 0.9% | 3.5% | 1.4% | 3.7% | 3.8% | 4.3% | 3.4% | 3.2% | 3.3% |
| 5=Team Metro Worker | 0.0% | 8.5% | 9.2% | 9.2% | 9.5% | 10.4% | 10.0% | 8.5% | 11.1% | 8.3% | 9.7% |
| 6=Other | 50.0% | 40.4% | 31.2% | 23.4% | 37.2% | 41.8% | 39.4% | 25.5% | 34.2% | 38.3% | 36.3% |
| 9=No response | 0.0% | 2.1% | 2.8% | 4.3% | 5.4% | 3.0% | 5.7% | 6.4% | 4.6% | 4.7% | 4.7% |

Q27b. How do you rate Team Metro services?

N=1492

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |

Q27b How do you rate Team Metro services

| | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5=Very satisfied | 10.0% | 23.4% | 17.4% | 17.7% | 8.1% | 11.5% | 14.7% | 16.3% | 12.3% | 16.2% | 14.3% |
| 4=Satisfied | 20.0% | 34.0% | 34.9% | 30.5% | 35.1% | 33.8% | 26.9% | 29.1% | 29.7% | 31.0% | 30.4% |
| 3=Neutral | 0.0% | 10.6% | 19.3% | 18.4% | 20.3% | 19.6% | 19.5% | 22.7% | 21.0% | 17.8% | 19.4% |
| 2=Dissatisfied | 10.0% | 4.3% | 4.6% | 7.8% | 7.4% | 7.4% | 7.3% | 7.8% | 8.3% | 6.1% | 7.2% |
| 1=Very dissatisfied | 0.0% | 8.5% | 3.7% | 4.3% | 2.0% | 6.4% | 5.8% | 1.4% | 5.3% | 4.5% | 4.9% |
| 9=Don't know | 60.0% | 19.1% | 20.2% | 21.3% | 27.0% | 21.3% | 25.7% | 22.7% | 23.3% | 24.4% | 23.9% |

Q29. Approximately how many years have you lived in Miami-Dade County?

N=3148

| Q29 How many years lived in County | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 1 | 2 | |

Q29 How many years lived in County

| | | | | | | | | | | |
|-------------|--------|--------|--------|--------|--------|--------|--------|-------|-------|-------|
| 2=Under 3 | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 2.7% | 2.7% |
| 5=3 to 5 | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% | 6.9% | 6.4% |
| 10=6 to 10 | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.4% | 7.7% | 9.1% |
| 15=11 to 15 | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 10.6% | 9.2% | 9.9% |
| 20=16 to 20 | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | 9.7% | 10.3% | 10.0% |
| 30=21 to 30 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 15.8% | 19.4% | 17.6% |
| 31=31+ | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 44.9% | 43.7% | 44.3% |

Q30. Which of the following best describes your race/ethnicity?

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q30 Race/ethnicity

| | | | | | | | | | | | |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Far East Asian | 3.6% | 4.0% | 1.7% | 2.9% | 2.2% | 1.8% | 0.6% | 1.2% | 1.5% | 1.8% | 1.7% |
| 2=South Asian | 2.4% | 1.0% | 0.3% | 0.3% | 2.5% | 0.7% | 0.3% | 0.3% | 0.8% | 0.6% | 0.7% |
| 3=Black-African American | 3.6% | 3.0% | 3.8% | 2.2% | 5.7% | 8.7% | 15.9% | 9.8% | 5.1% | 13.9% | 9.4% |
| 4=Black-Hispanic | 6.0% | 1.5% | 4.2% | 4.5% | 2.9% | 2.7% | 1.1% | 2.8% | 2.4% | 2.6% | 2.5% |
| 5=Black-Other | 2.4% | 5.0% | 3.8% | 6.7% | 5.4% | 6.3% | 1.5% | 3.7% | 3.3% | 4.6% | 3.9% |
| 6=White-Non Hispanic | 47.6% | 28.2% | 30.3% | 16.7% | 22.6% | 24.8% | 31.1% | 19.1% | 27.4% | 25.9% | 26.7% |
| 7=White-Hispanic | 32.1% | 55.9% | 54.4% | 64.4% | 55.7% | 53.5% | 48.1% | 55.1% | 56.3% | 49.1% | 52.8% |
| 8=American Indian/Eskimo | 0.0% | 0.0% | 0.3% | 0.6% | 0.0% | 0.2% | 0.4% | 0.0% | 0.2% | 0.3% | 0.3% |
| 9=Not provided | 2.4% | 1.5% | 1.0% | 1.6% | 2.9% | 1.3% | 1.0% | 8.0% | 3.1% | 1.0% | 2.1% |

Q31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--------------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| Q31 Cuban or Other Hispanic or Latin | | | | | | | | | | | |
| 1=Yes-Cuban | 16.7% | 20.3% | 26.8% | 32.7% | 28.0% | 38.2% | 41.4% | 33.8% | 36.8% | 32.1% | 34.5% |
| 2=Yes-Other Hispanic or Latin | 26.2% | 40.6% | 35.2% | 38.5% | 33.4% | 23.9% | 11.1% | 22.5% | 25.4% | 22.4% | 24.0% |
| 3=No | 54.8% | 38.1% | 37.3% | 28.2% | 37.6% | 37.1% | 46.7% | 33.8% | 35.0% | 44.8% | 39.8% |
| 9=Not provided | 2.4% | 1.0% | 0.7% | 0.6% | 1.0% | 0.9% | 0.7% | 9.8% | 2.7% | 0.8% | 1.8% |

Q33. Which of the following best describes your home?

N=3148

| Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------------------|--------|---------|----------|----------|----------|-----|--------------|-----------------|--------|-------|
| Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |

Q33 Which best describes your home

| | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1=Single family/Townhome/ Duplex/Triplex | 50.0% | 60.9% | 66.2% | 71.5% | 72.6% | 80.5% | 82.7% | 69.8% | 74.6% | 75.7% | 75.1% |
| 2=Multi family | 47.6% | 36.6% | 30.3% | 25.6% | 24.2% | 17.4% | 13.8% | 17.8% | 21.1% | 20.7% | 20.9% |
| 3=Other | 1.2% | 0.5% | 1.7% | 1.9% | 1.3% | 0.9% | 1.8% | 1.5% | 1.1% | 1.9% | 1.5% |
| 9=Not provided | 1.2% | 2.0% | 1.7% | 1.0% | 1.9% | 1.3% | 1.7% | 10.8% | 3.3% | 1.7% | 2.5% |

Q34. Do you live in a gated community or a multi-family building with security?

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|--------------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| Q34 Do you live in a gated community | | | | | | | | | | | |
| 1=Yes | 41.7% | 46.5% | 31.7% | 30.4% | 25.2% | 21.3% | 16.8% | 23.1% | 25.4% | 23.3% | 24.4% |
| 2=No | 56.0% | 51.5% | 63.8% | 66.7% | 72.0% | 77.0% | 81.9% | 67.4% | 70.8% | 74.7% | 72.7% |
| 9=Not provided | 2.4% | 2.0% | 4.5% | 2.9% | 2.9% | 1.6% | 1.3% | 9.5% | 3.8% | 2.0% | 2.9% |

Q35. Would you say your total annual household income is:

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|-----------------------------------|------------------------------------|-------------|---------------|----------------|----------------|----------------|-----------|-----------------------|-----------------|-------------|-------|
| | Under 3 2 | 3 to 5 5 | 6 to 10 10 | 11 to 15 15 | 16 to 20 20 | 21 to 30 30 | 31+ 31 | Not Provided 99 | Male 1 | Female 2 | |
| <u>Q35 Total annual household</u> | | | | | | | | | | | |
| 1=Under \$14,999 | 10.7% | 5.4% | 7.3% | 12.5% | 11.1% | 9.9% | 13.6% | 14.2% | 9.5% | 13.6% | 11.5% |
| 2=\$15,000-\$29,999 | 9.5% | 18.8% | 14.6% | 15.4% | 14.3% | 13.4% | 15.4% | 16.6% | 14.0% | 16.2% | 15.1% |
| 3=\$30,000-\$49,999 | 20.2% | 19.8% | 24.4% | 22.4% | 24.8% | 22.8% | 18.6% | 15.7% | 19.6% | 21.9% | 20.7% |
| 4=\$50,000-\$99,999 | 29.8% | 33.7% | 30.0% | 28.5% | 26.1% | 26.8% | 26.4% | 23.4% | 28.0% | 26.4% | 27.2% |
| 5=\$100,000 or more | 21.4% | 17.8% | 19.5% | 15.4% | 15.3% | 19.9% | 18.6% | 13.8% | 20.6% | 14.8% | 17.8% |
| 9=Not provided | 8.3% | 4.5% | 4.2% | 5.8% | 8.3% | 7.2% | 7.5% | 16.3% | 8.4% | 7.1% | 7.8% |

Q36. Do you own or rent your home?

N=3148

| | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|---|------------------------------------|--------|---------|----------|----------|----------|-------|--------------|-----------------|--------|-------|
| | Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| | 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |
| <u>Q36 Do you own or rent your home</u> | | | | | | | | | | | |
| 1=Own | 57.1% | 69.8% | 79.1% | 82.1% | 81.8% | 83.5% | 89.1% | 74.8% | 84.0% | 80.3% | 82.2% |
| 2=Rent | 42.9% | 29.2% | 19.9% | 17.3% | 16.2% | 15.7% | 10.5% | 15.4% | 13.5% | 18.8% | 16.1% |
| 9=Not provided | 0.0% | 1.0% | 1.0% | 0.6% | 1.9% | 0.7% | 0.5% | 9.8% | 2.5% | 0.9% | 1.7% |

Q37. Your gender.

| N=3148 | Q29 How many years lived in County | | | | | | | | Q37 Your gender | | Total |
|------------------------|------------------------------------|--------|---------|----------|----------|----------|-------|--------------|-----------------|--------|-------|
| | Under 3 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 30 | 31+ | Not Provided | Male | Female | |
| | 2 | 5 | 10 | 15 | 20 | 30 | 31 | 99 | 1 | 2 | |
| <u>Q37 Your gender</u> | | | | | | | | | | | |
| 1=Male | 50.0% | 47.5% | 58.9% | 55.1% | 50.0% | 46.3% | 50.6% | 57.2% | 100.0% | 0.0% | 51.4% |
| 2=Female | 50.0% | 52.5% | 41.1% | 44.9% | 50.0% | 53.7% | 49.4% | 42.8% | 0.0% | 100.0% | 48.6% |